

Telecom Regulatory Authority of India

The Indian Telecom Services Performance Indicators January - March 2010

New Delhi, India
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Snapshot

(Data As on 31st March 2010)

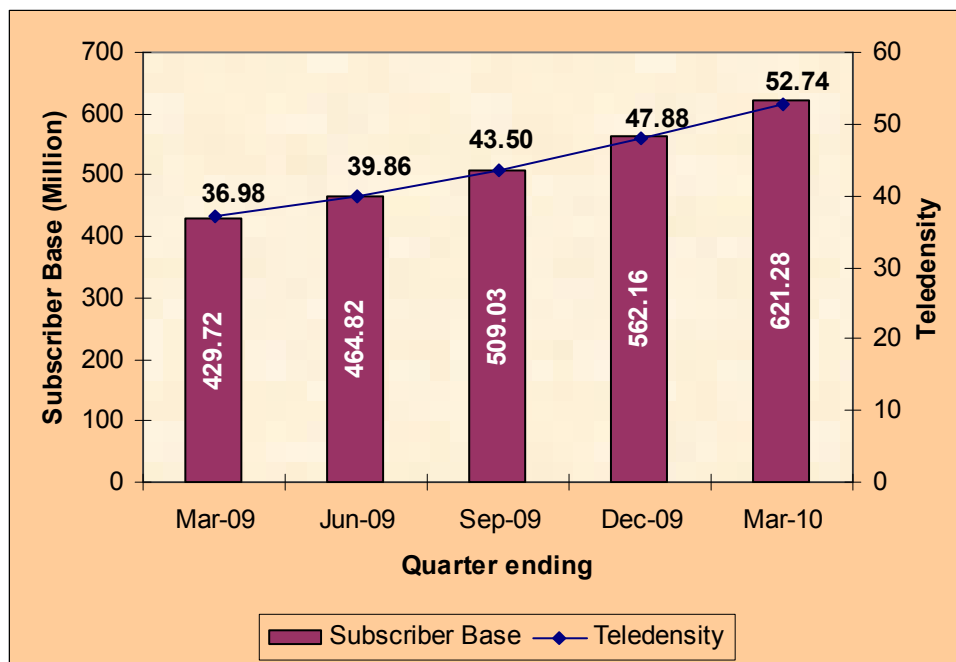
Telecom Subscribers (Wireless +Wireline)	
Total Subscribers	621.28 Million
% change over the previous quarter	10.5%
Urban Subscribers	420.47 Million (67.7%)
Rural Subscribers	200.81 Million (32.3%)
Teledensity	52.74
Urban Teledensity	119.73
Rural Teledensity	24.29
Wireless Subscribers	
Total Wireless Subscribers	584.32 Million
% change over the previous quarter	11.28%
Urban Subscribers	393.45 Million (67.3%)
Rural Subscribers	190.88 Million (32.7%)
GSM Subscribers	478.68 Million (81.9%)
CDMA Subscribers	105.64 Million (18.1%)
Teledensity	49.60
Urban Teledensity	112.03
Rural Teledensity	23.08
Wireline Subscribers	
Total Wireline Subscribers	36.96 Million
% change over the previous quarter	-0.29%
Urban Subscribers	27.03 Million (73.1%)
Rural Subscribers	9.93 Million (26.9%)
Teledensity	3.14
Urban Teledensity	7.70
Rural Teledensity	1.20
Village Public Telephones (VPT)	0.58 Million
Public Call Office (PCO)	4.59 Million
Internet & Broadband Subscribers	
Total Internet Subscribers	16.18 Million
% change over the previous quarter	6.17%
Broadband Subscribers	8.77 Million

Broadcasting & Cable Services	
Total Number of Registered Channels with I&B Ministry	503
Number of Pay Channels	147
Number of private FM Radio Stations	248
DTH Subscribers	21.3 Million
Number of Set Top Boxes in CAS areas	762,238
Telecom Financial Data (for the QE Mar-10)	
Gross Revenue during the quarter	Rs. 40,265.12 Crore
% change in GR over the previous quarter	1.28%
Share of Public sector undertaking's in GR	19.68%
Adjusted Gross Revenue (AGR)	Rs. 28,829.53 Crores
% change in AGR over the previous quarter	-1.02%
Revenue & Usage Parameters (for the QE Mar-10)	
Average Revenue Per User (ARPU) GSM	Rs. 131
Average Revenue Per User (ARPU) CDMA	Rs. 76
Minutes of Usage (MOU) GSM	410 Minutes
Minutes of Usage (MOU) CDMA	307 Minutes
Minutes of Usage for Internet Telephony	122.96 Million

Executive Summary

1. The number of telephone subscribers in India increased from 562.16 Million at the end of Dec-09 to 621.28 Million at the end of Mar-10, registering a sequential growth of 10.52% over the previous quarter. This reflects year-on-year (Y-O-Y) growth of 44.58% over the same quarter of last year. The overall Teledensity in India has reached 52.74 as on 31st March 2010.

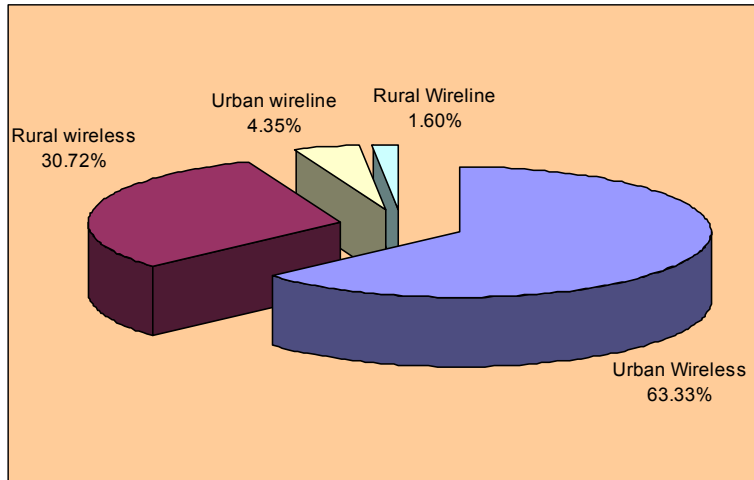
Trends in Telephone subscribers and Teledensity in India



2. Subscription in Urban Areas grew from 387.63 Million at the end of Dec-09 to 420.47 Million at the end of Mar-10, taking the urban Teledensity from 110.96 to 119.73. Rural subscription increased from 174.53 Million to 200.81 leading to increase in Rural Teledensity from 21.16 to 24.29, during this period.

3. About 56% of the total net additions have been in urban areas as compared to 57% in the previous quarter. This, in other words implies a rapid increase in rural subscriptions during the quarter. However, this uptake in rural subscription is in wireless segment. The share of rural subscribers has increased to 32.3% in total subscription from 31% in Dec-09.

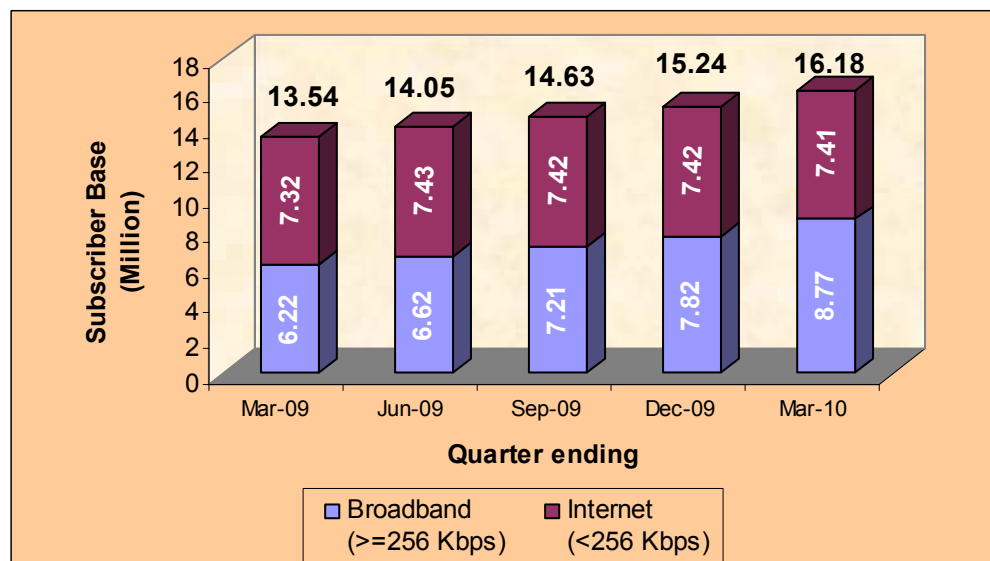
Composition of Telephone Subscribers



4. With 59.23 Million net additions during the Quarter, total wireless (GSM + CDMA) subscriber base increased to 584.32 Million at the end of Mar-10, and wireless Tele-density reached 49.60.
5. Wireline subscriber base further declined from 37.06 Million at the end of Dec-09 to 36.96 Millions at the end of Mar-10, bringing down the wireline teledensity to 3.14 from 3.16 in Dec-09.
6. Internet subscribers increased from 15.24 million at the end of Dec-09 to 16.18 Millions at the end of Mar-10, registering a quarterly growth rate of 6.17%. Top 10 ISPs together hold 95.41% of the total Internet subscriber base.

7. Number of Broadband subscribers increased from 7.82 million at the end of Dec-09 to 8.71 million at the end of Mar-10, registering a quarterly growth of 12.15% and Y-O-Y growth of 41.05%.
8. Share of Broadband subscription in total Internet subscription increased from 51.3% in Dec-09 to 54.2% in Mar-10. 86.6% of the Broadband subscribers are using Digital Subscriber Line (DSL) technology.

Trends in Internet/Broadband subscription



9. Average Revenue Per User (ARPU) for GSM-Full Mobility service declined by 8.6%, from Rs. 144 in QE Dec-09 to Rs. 131 in QE Mar-10, with Y-O-Y decrease of 36.1%.
10. MOU per subscriber for GSM – Full mobility service almost remained at the same level as in the previous quarter, with a decline of just 1 minute, from 411 in QE Dec-09 to 410 in QE Mar-10. Although, there has been significant decrease in MOU per

subscriber from Mar-09 to June-09, at present the level of MOU seems to have more or less stabilised.

11. ARPU for CDMA – Full mobility service declined by 7.4%, from Rs. Rs. 82 in QE Dec-09 to Rs. 76 in QE Mar-10. ARPU for CDMA has declined by 22.9% on Y-O-Y basis.
12. MOU per subscriber for CDMA-full mobility service declined by 3.7% from 318 (QE Dec-09) to 307 (QE Mar-10). The Outgoing MOUs declined by 3.2% and Incoming MOUs by 4.2%.
13. Gross Revenue (GR) and Adjusted Gross Revenue (AGR) of Telecom Sector for the QE Mar-10 has been Rs 40,265.12 Crore and Rs. 28,829.53 Crore respectively. There has been an increase of 1.28% in GR as compared to previous quarter and AGR declined by 1.02%. Pass-through charges accounted for 28.4% of the GR for the quarter ending Mar-10.
14. Average licence fee as percentage of AGR is 8.34% in Mar-10 as against 8.35% in previous quarter.
15. The performance of wireline service providers improved as compared to the previous quarter, in respect of all the parameters of Quality of Service (QoS), except for the parameters “metering and billing credibility – postpaid”.
16. The performance of the Basic Telephone Service (Wireline) Service Providers is at same level as compared to the previous quarter in respect of the parameter of “Answer to Seizure Ratio (ASR)” and “Period of applying credit/waiver/adjustment to customer’s account from the date of resolution of complaints”.

17. The performance of the wireless service providers improved in this quarter in respect of the following parameters of QoS:
- a. BTSs Accumulated downtime (not available for service)
 - b. Worst affected BTSs due to downtime
 - c. Call Set-up Success Rate (within licensee's own network)
 - d. SDCCH/ Paging Chl. Congestion
 - e. TCH Congestion
 - f. Call Drop Rate
 - g. Worst affected cells having more than 3% TCH drop (call drop) rate
 - h. Metering and billing credibility - post paid
 - i. Metering and billing credibility - pre paid
 - j. Resolution of billing/charging/validity complaints
 - k. %age of calls answered by the operators (voice to voice) within 60 sec.
 - l. %age requests for Termination / Closure of service complied within 7 days
 - m. Time taken for refund of deposits after closures
18. The performance of the wireless service providers has deteriorated in this quarter as compared to the previous quarter in respect of the following parameters of QoS:-
- a. Connection with good voice quality
 - b. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
 - c. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
 - d. Accessibility of call centre/ customer care

19. Total Number of channels registered with Ministry of I&B increased from 485 in Dec-09 to 503 in Mar-10. There are 147 pay TV channels in existence as reported by 24 broadcasters/their distributors at the Quarter ending Mar-10.
20. Maximum number of TV channels being carried by any of the reported MSOs is 259 whereas in the conventional analogue form, maximum number of channels being carried by the reported MSOs is 100 channels.
21. The number of private FM Radio stations in operation remained as 248 at the end of Mar-10.
22. Besides the free DTH service of Doordarshan, there are 6 private DTH licensees. All the 6 DTH licensees are offering pay DTH services to the customers as on 31.3.2010 and their reported subscriber base is 21.3 million.
23. Number of Set Top Boxes (STBs) installed in CAS notified areas of Delhi, Mumbai, Kolkata and Chennai increased from 7,45,953 in Dec-09 to 7,62,238 in Mar-10.

Trends at a Glance

A. Wireline & Wireless Services

	QE Mar 2009	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	%age change over Mar 2009	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Wireline	37.96	37.53	37.31	37.06	36.96	-2.64%	-1.53%	-0.94%	-0.29%
ii) Wireless	391.76	427.29	471.73	525.09	584.32	49.15%	36.75%	23.87%	11.28%
Total	429.72	464.82	509.03	562.16	621.28	44.58%	33.66%	22.05%	10.52%
Rural	122.21	136.27	151.82	174.53	200.81	64.31%	47.36%	32.27%	15.06%
Urban	307.51	328.55	357.22	387.63	420.47	36.73%	27.98%	17.71%	8.47%
2) Traffic (MOU) (minutes of use/ sub/month)									
Wireless - full mobility									
i) GSM	484	454	423	411	410	-15.2%	-9.6%	-3.2%	-0.4%
ii) CDMA	357	342	308	318	307	-14.0%	-10.4%	-0.6%	-3.7%
3) ARPU (Rs./sub/ month)									
Wireless - full mobility									
i) GSM	205	185	164	144	131	-36.1%	-28.9%	-19.9%	-8.6%
ii) CDMA	99	92	89	82	76	-22.9%	-17.1%	-13.8%	-7.4%
4) Teledensity									
Population in million (Estimated)	1162	1166	1170	1174	1178				
i) Wireline teledensity	3.27	3.20	3.19	3.16	3.14	-4.06%	-1.94%	-1.61%	-0.63%
ii) Wireless teledensity	33.71	36.64	40.31	44.72	49.60	47.14%	35.37%	23.03%	10.91%
Total Teledensity	36.98	39.84	43.50	47.88	52.74	42.61%	32.37%	21.23%	10.15%
Rural teledensity	14.93	16.61	18.46	21.16	24.29	62.61%	46.21%	31.59%	14.76%
Urban teledensity	89.44	95.05	102.79	110.96	119.73	33.87%	25.97%	16.47%	7.90%

B. Wireline and Wireless Subscriber Base

(i) Wireline Subscribers Base (in Million)									
Service Provider	QE Mar 2009	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	%age change over Mar 2009	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009
						(12 months)	(9 months)	(6 months)	(3 months)
BSNL	29.34	28.79	28.45	28.10	27.83	-5.14%	-3.33%	-2.18%	-0.94%
MTNL	3.57	3.55	3.51	3.49	3.50	-2.05%	-1.50%	-0.38%	0.16%
Bharti	2.73	2.83	2.93	2.99	3.07	12.34%	8.37%	4.67%	2.62%
Reliance	1.11	1.13	1.15	1.16	1.18	6.07%	4.20%	2.38%	1.08%
Tata	0.92	0.95	1.00	1.10	1.16	26.33%	22.34%	16.23%	5.36%
HFCL	0.16	0.16	0.17	0.17	0.17	8.38%	8.38%	2.00%	2.75%
Sistema	0.13	0.11	0.10	0.05	0.05	-61.99%	-55.08%	-50.58%	-4.39%
Total	37.96	37.53	37.31	37.06	36.96	-2.64%	-1.53%	-0.95%	-0.29%

(ii) Wireless Subscriber Base (in Million)									
Service Provider	QE Mar 2009	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	%age change over Mar 2009	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009
						(12 months)	(9 months)	(6 months)	(3 months)
Bharti	93.92	102.37	110.51	118.86	127.62	35.88%	24.67%	15.48%	7.37%
Reliance	72.67	79.62	86.12	93.80	102.42	40.94%	28.64%	18.93%	9.20%
Vodafone	68.77	76.45	82.85	91.40	100.86	46.66%	31.93%	21.74%	10.35%
BSNL	52.15	54.36	58.76	62.86	69.45	33.17%	27.75%	18.20%	10.48%
Tata	35.12	37.12	46.80	57.33	65.94	87.76%	77.64%	40.91%	15.02%
Idea/Spice	43.02	47.09	51.45	57.61	63.82	48.36%	35.54%	24.04%	10.78%
Aircel/Dishnet	18.48	21.80	25.73	31.02	36.86	99.47%	69.10%	43.27%	18.82%
MTNL	4.48	4.61	4.68	4.88	5.09	13.71%	10.60%	8.84%	4.47%
Loop	2.16	2.31	2.50	2.65	2.84	31.69%	23.37%	14.01%	7.35%
HFCL	0.39	0.38	0.38	0.34	0.33	-15.82%	-14.55%	-13.52%	-3.96%
Sistema	0.6	1.19	1.96	2.99	3.78	529.19%	217.48%	92.56%	26.38%
Unitech	-	-	-	1.21	4.26	-	-	-	252.95%
S Tel	-	-	-	0.14	1.01	-	-	-	611.99%
Videocon	-	-	-	-	0.03	-	-	-	-
Etisalat	-	-	-	-	0.0004	-	-	-	-
Total	391.76	427.3	471.73	525.09	584.32	49.15%	36.75%	23.87%	11.28%

C. Internet & Broadband Services

	QE Mar 2009	QE Jun 2009	QE Sep 2009	QE Dec 2009	QE Mar 2010	%age change over Mar 2009	%age change over Jun 2009	%age change over Sep 2009	%age change over Dec 2009
						(12 months)	(9 months)	(6 months)	(3 months)
1) Subscriber's Base (in million)									
i) Internet (excluding Internet access by wireless phone subscribers)	13.54	14.05	14.63	15.24	16.18	19.55%	15.17%	10.64%	6.17%
ii) Wireless Data subscribers	117.82	126.97	127.04	149.03	177.87	50.97%	40.09%	40.01%	19.35%
iii) Broadband Connections (>=256 Kbps download speed)	6.22	6.62	7.21	7.82	8.77	41.05%	32.52%	21.68%	12.15%
2) Minutes of Use (Dialup Internet) (MOU/ subs/ month)	328	353	334	324	361	10.25%	2.24%	7.99%	11.43%

Introduction

This Report presents the Key Parameters and growth trends for the Telecom Services in India for the quarter ending March 2010. This report provides a broad perspective on the Telecom Services to serve as a reference document for various stakeholders, research agencies and analysts. The Executive Summary of various Telecom Services has been given in the beginning, followed by 'Performance Indicators at a Glance'. Chapter-1 deliberates the growth pattern, in terms of Subscriber base and teledensity, of Wireline, Wireless, Internet and Value Added Services (VAS). Chapter-2 covers the key revenue and usage parameters. Chapter-3 gives the financial and accounting data. Chapter-4 covers performance of various service providers in terms of QoS. The information relating to Cable TV, DTH & Radio Broadcast services is provided in Chapter-5.

2. This performance indicator Report has been prepared based on the information furnished by the Service Providers. The report is also available on TRAI's website (www.trai.gov.in). Any suggestion pertaining to this report may please be addressed to Advisor (ER), TRAI; Tel. +91-11-23230752, Fax. +91-11-23236650 and e-mail: adveco@trai.gov.in or eco@trai.gov.in

Chapter 1: Subscription Data

Section A: Access Service – An Overview

The number of telephone subscribers in India increased from 562.16 Million in Dec-09 to 621.28 Million at the end of Mar-10, registering a growth rate of 10.5%. The overall Teledensity in India has reached 52.74 as on 31st March 2010.

Chart 1.1: Trends in Telephone Subscribers and Teledensity in India

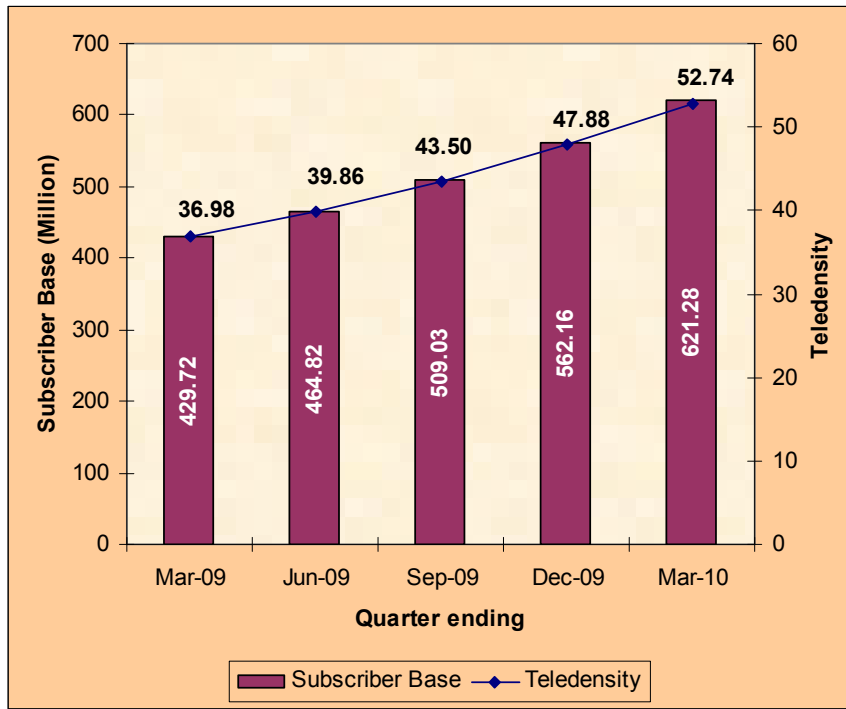


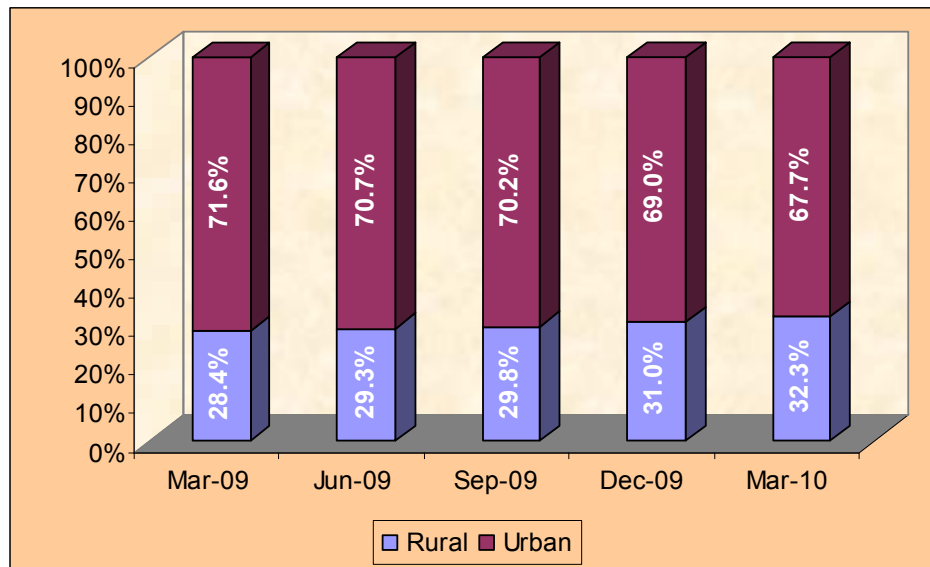
Table 1.1: Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (Million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-09	122.21	307.51	14.93	89.44
Jun-09	136.27	328.55	16.61	95.05
Sep-09	151.81	357.22	18.46	102.79
Dec-09	174.53	387.63	21.16	110.96
Mar-10	200.81	420.47	24.29	119.73

1.2 Subscription in Urban Areas grew from 387.63 Million in Dec-09 to 420.47 Million in Mar-10, taking the urban Teledensity from 110.96 to 119.73. Rural subscription increased from 174.53 Million to 200.81 Million, and the increase in Rural Teledensity is from 21.16 to 24.29.

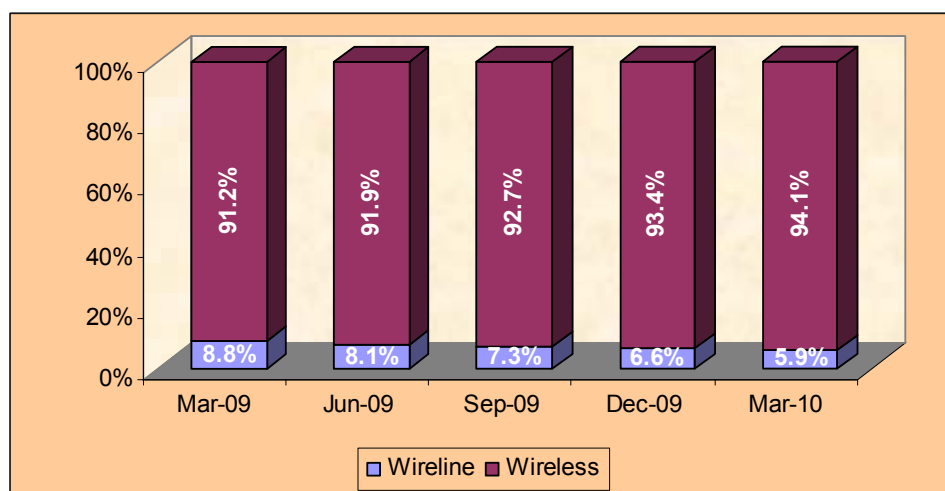
1.3 Rural subscription continued to show increase in rate of growth. It increased from 14.96% in Dec-09 to 15.06% in Mar-10. Urban subscription grew at the rate of 8.47% as against 8.51% in the previous quarter. This in other words, implies rapid increase in rural subscriptions during the quarter. However, this uptake in rural subscriptions is in wireless segment.

Chart 1.2: Market Share - Rural & Urban



1.4 Share of rural areas in total subscription has increased to 32.3%.

Chart 1.3: Composition of Access subscription – Wireline & Wireless



1.5 The dominance of wireless segment in access services is steadily growing

Table 1.2: Service Area wise Access (Wireless +Wireline) Subscribers

Service Area	Subscribers (Million)			
	Dec-09	Mar-10	Net Additions	Rate of change
U.P.(E)	39.68	45.53	5.85	14.7%
Bihar	33.17	38.36	5.19	15.6%
Karnataka	35.50	39.91	4.41	12.4%
Andhra Pradesh	43.89	48.09	4.19	9.6%
T.N. (incl. Chennai)	53.17	57.26	4.08	7.7%
Madhya Pradesh	29.89	33.55	3.66	12.3%
Maharashtra	43.02	46.53	3.51	8.2%
U.P.(W)	28.47	31.97	3.51	12.3%
West Bengal	22.68	26.07	3.39	15.0%
Gujarat	31.37	34.43	3.07	9.8%
Rajasthan	32.22	35.27	3.05	9.5%
Orissa	13.57	15.89	2.32	17.1%
Mumbai	27.21	29.43	2.22	8.2%
Kerala	25.69	27.65	1.96	7.6%
Punjab	20.03	21.70	1.67	8.3%
Delhi	29.38	31.01	1.63	5.6%
Haryana	13.59	14.96	1.37	10.1%
Kolkata	16.55	17.87	1.32	8.0%
Assam	8.11	9.06	0.96	11.8%
North East	4.94	5.64	0.69	14.0%
Jammu & Kashmir	5.22	5.78	0.56	10.8%
Himachal Pradesh	4.83	5.34	0.51	10.6%
All India	562.16	621.28	59.12	10.5%

Table 1.3: Service Area wise Teledensity as on 31st March 2010

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	24.33	143.18	57.23
Assam	18.47	96.54	29.99
Bihar	14.65	127.96	30.07
Delhi	-	-	172.49
Gujarat	33.52	95.82	58.46
Haryana	39.37	100.63	59.70
Himachal Pradesh	52.53	298.15	79.35
J&K	26.93	113.19	49.91
Karnataka	24.08	142.62	67.81
Kerala	44.65	184.18	80.36
Madhya Pradesh	15.41	90.76	35.28
Maharashtra	32.41*	108.00*	67.24*
Mumbai			
North East	25.36	100.11	43.22
Orissa	20.61	133.25	39.30
Punjab	42.20	124.01	75.44
Rajasthan	31.42	120.89	52.76
T.N. (incl Chennai)	38.44	122.65	83.73
U.P.(E)	18.24*	104.68*	37.37*
U.P.(W)			
Kolkata	24.44*	110.66*	48.91*
W.B.			
All India	24.29	119.73	52.74

* Population data/projections are available state-wise only

Notes:

1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for urban and rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi Service area, apart from the state of Delhi, includes the areas served by the local exchanges of Ghaziabad & Noida (in UP) and Gurgaon & Faridabad (in Haryana).

Table 1.4: Growth in Subscribers

Service Provider	Subscriber base (Millions)			Rate of Growth	Market Share - Dec-09	Market Share - Mar-10
	Dec-09	Mar-10	Net Additions			
Bharti	121.85	130.69	8.83	7.2%	21.68%	21.03%
Reliance	94.96	103.60	8.64	9.1%	16.89%	16.68%
Vodafone	91.40	100.86	9.46	10.3%	16.26%	16.23%
BSNL	90.96	97.28	6.32	7.0%	16.18%	15.66%
Tata	58.43	67.10	8.67	14.8%	10.39%	10.80%
IDEA	57.61	63.82	6.21	10.8%	10.25%	10.27%
Aircel/Dishnet	31.02	36.86	5.84	18.8%	5.52%	5.93%
MTNL	8.37	8.59	0.22	2.7%	1.49%	1.38%
Unitech	1.21	4.26	3.06	252.9%	0.21%	0.69%
Sistema	3.04	3.82	0.79	25.9%	0.54%	0.62%
Loop Mobile	2.65	2.84	0.19	7.4%	0.47%	0.46%
S Tel	0.14	1.01	0.87	612.0%	0.03%	0.16%
HFCL	0.51	0.50	-0.01	-1.7%	0.09%	0.08%
Videocon	-	0.03	0.03	-	-	0.01%
Etisalat	-	0.0004	0.00	-	-	0.00%
Total	562.16	621.28	59.12	10.5%		

1.6 Bharti is the leading operator in Access segment in terms of number of subscribers, followed by Reliance. However, in terms of absolute net additions during the quarter, Vodafone has been the leader, followed by Bharti.

Table 1.5: Subscribers (Rural & Urban) & Market share

Service Provider	Subscribers as on Mar-10 (in millions)	Rural Subscribers (in millions)	Percentage of rural subscribers	Market share of Rural subscribers
Bharti	130.69	48.09	36.8%	24.0%
Vodafone	100.86	36.79	36.5%	18.3%
BSNL	97.28	35.02	36.0%	17.4%
IDEA	63.82	29.82	46.7%	14.9%
Reliance	103.60	21.25	20.5%	10.6%
Aircel/Dishnet	36.86	14.00	38.0%	7.0%
Tata	67.10	13.61	20.3%	6.8%
Unitech	4.26	1.40	32.8%	0.7%
Sistema	3.82	0.55	14.3%	0.3%
S Tel	1.01	0.27	26.9%	0.1%
HFCL	0.50	0.001	0.224%	0.001%
Loop Mobile	2.84	-	-	-
Videocon	0.03	-	-	-
Etisalat	0.00	-	-	-
MTNL	8.59	-	-	-
Total	621.28	200.81	32.3%	

Section B: Wireless Service

Table 1.6: List of Cellular Mobile (GSM & CDMA) Service Providers currently providing service [As on 31st March 2010]

SLNo.	Service Provider	Area of Operation
1	Bharti	All India
2	Aircel Group	AP, TN, Karnataka, Assam, Bihar, Chennai, Delhi, HP, J&K, Kerala, Kolkata, MH, Mumbai, NE, Orissa, UP(E), UP(W) & WB
3	Reliance Communications	All India (except Assam & NE)
4	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE
5	Vodafone	All India
6	Tata Teleservices	All India
7	IDEA (Including Spice)	All India
8	Sistema Shyam Telelink	Kolkata, TN (incl. Chennai), Karnataka, Kerala, Rajasthan, Haryana, Maharashtra, Mumbai, Delhi, Bihar & WB
9	BSNL	All India (except Delhi & Mumbai)
10	MTNL	Delhi & Mumbai
11	Loop Telecom Private Ltd	Mumbai
12	HFCL	Punjab
13	Unitech	AP, Karnataka, TN (incl. Chennai), Kerala, UP(W), UP(E), Bihar & Orissa
14	S Tel	HP, Bihar & Orissa
15	Videocon	Haryana & TN (incl Chennai)
16	Etisalat	AP, Delhi, Gujarat, Karnataka, Kerala, Maharashtra, Punjab, Rajasthan & UP(E)

Licensees who started services during this quarter:

- Videocon (Haryana and TN incl. Chennai)
- Etisalat (AP, Delhi, Gujarat, Karnataka, Kerala, Maharashtra, Punjab, Rajasthan & UP-E)
- HFCL – GSM (Punjab)
- Tata – GSM (Gujarat & HP)

Complete list of licensed Cellular (GSM & CDMA) Service providers as on 31st March 2010 is at Annexure – 1.1

1.7 Total Wireless (GSM + CDMA) subscriber base increased from 525.09 Million at the end of Dec-09 to 584.32 Million at the end of Mar-10, thereby showing a growth of 11.28%. During this quarter 59.23 million subscribers were added. Wireless Teledensity increased from 44.72 to 49.60.

Chart 1.4: Wireless Subscriber Base and Teledensity

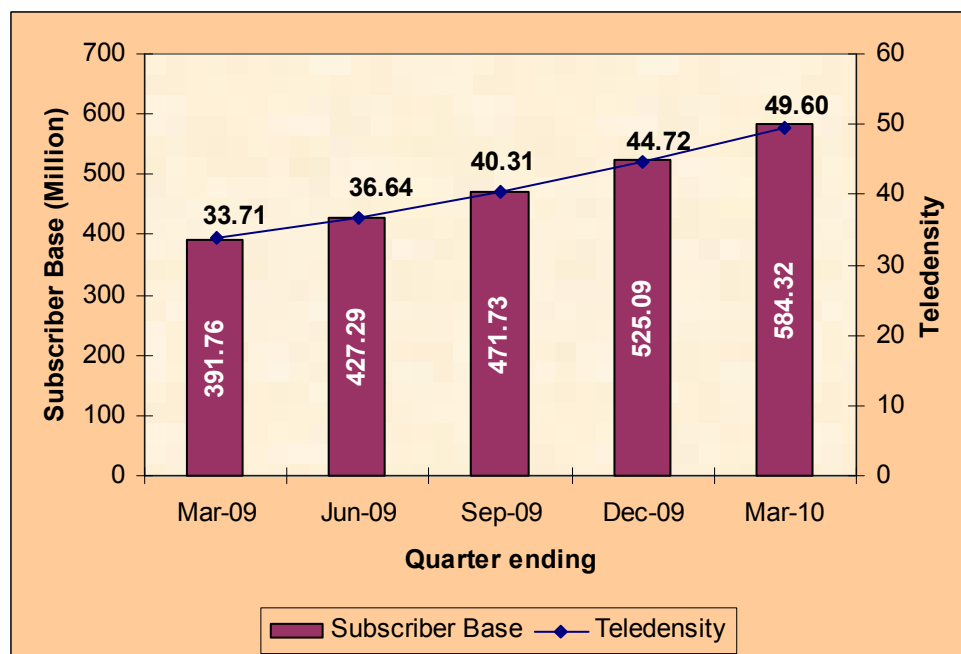


Table 1.7: Wireless Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (Million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-09	111.63	280.13	13.64	81.47
Jun-09	125.95	301.34	15.35	87.18
Sep-09	141.68	330.04	17.22	94.98
Dec-09	164.57	360.52	19.95	103.20
Mar-10	190.88	393.45	23.08	112.03

1.8 The rural Wireless subscribers increased from 164.57 Million in Dec-09 to 190.88 Million in Mar-10.

1.9 Rural subscription grew at the rate of 16.0% in QE Mar-10 as against 16.2% in QE Dec-09 and urban subscription grew at the rate of 9.1% as against 9.2% in the previous quarter. The share of rural wireless subscription increased to 32.67% in total wireless subscription.

Chart 1.5: Wireless Market Share – Rural & Urban

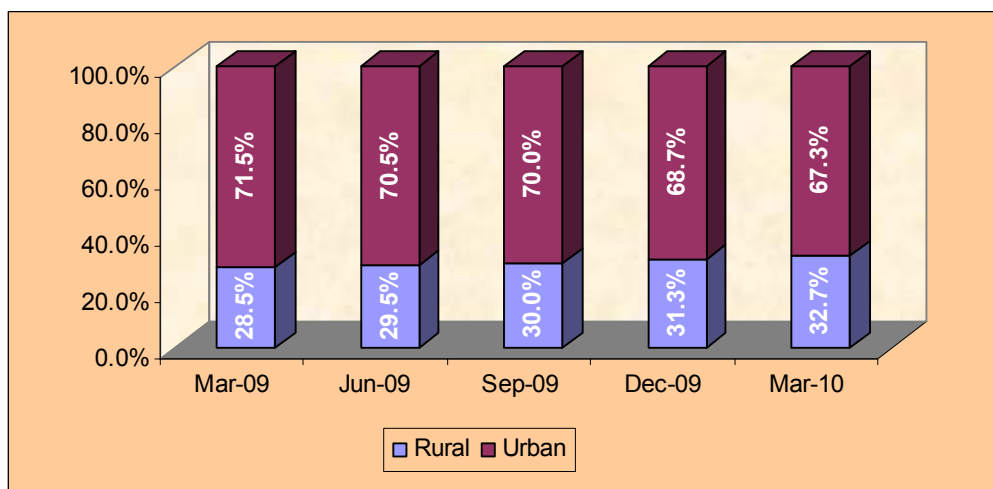


Table 1.8: Growth in Wireless Subscribers

Service Provider	Subscriber Base (Millions)			Rate of Growth	Market Share - Dec-09	Market Share - Mar-10
	Dec-09	Mar-10	Net Additions			
Bharti	118.86	127.62	8.76	7.4%	22.64%	21.84%
Reliance	93.80	102.42	8.63	9.2%	17.86%	17.53%
Vodafone	91.40	100.86	9.46	10.3%	17.41%	17.26%
BSNL	62.86	69.45	6.59	10.5%	11.97%	11.89%
Tata	57.33	65.94	8.61	15.0%	10.92%	11.29%
IDEA	57.61	63.82	6.21	10.8%	10.97%	10.92%
Aircel	31.02	36.86	5.84	18.8%	5.91%	6.31%
MTNL	4.88	5.09	0.22	4.5%	0.93%	0.87%
Unitech	1.21	4.26	3.06	252.9%	0.23%	0.73%
Sistema	2.99	3.78	0.79	26.4%	0.57%	0.65%
Loop Mobile	2.65	2.84	0.19	7.4%	0.50%	0.49%
S Tel	0.14	1.01	0.87	612.0%	0.03%	0.17%
HFCL	0.34	0.33	-0.014	-4.0%	0.07%	0.06%
Videocon	-	0.03	0.03	-	0.00%	0.01%
Etisalat	-	0.00	0.00	-	0.00%	0.00%
Total	525.09	584.32	59.23	11.28%	-	-

Table 1.9: Service Area wise Wireless Subscribers

Service Area	Subscribers (Million)			
	Dec-09	Mar-10	Net Additions	Rate of Growth
U.P.(E)	38.19	44.03	5.84	15.29%
Bihar	31.79	36.97	5.19	16.32%
Karnataka	32.75	37.13	4.39	13.40%
Andhra Pradesh	41.44	45.62	4.19	10.10%
T.N. (incl. Chennai)	49.58	53.68	4.10	8.28%
Madhya Pradesh	28.31	31.98	3.67	12.98%
Maharashtra	39.97	43.52	3.54	8.86%
U.P.(W)	27.14	30.65	3.50	12.91%
West Bengal	21.74	25.17	3.42	15.75%
Gujarat	29.29	32.35	3.06	10.43%
Rajasthan	30.68	33.74	3.06	9.97%
Orissa	12.95	15.27	2.32	17.91%
Mumbai	24.30	26.48	2.18	8.96%
Kerala	22.18	24.19	2.02	9.09%
Punjab	18.42	20.10	1.68	9.11%
Delhi	26.71	28.30	1.59	5.97%
Kolkata	15.02	16.40	1.38	9.20%
Haryana	12.77	14.13	1.36	10.65%
Assam	7.78	8.76	0.98	12.58%
North East	4.62	5.31	0.69	15.03%
Jammu & Kashmir	4.99	5.55	0.56	11.23%
Himachal Pradesh	4.47	4.99	0.51	11.44%
All India	525.09	584.32	59.23	11.28%

**Table 1.10: Service Area wise Wireless Teledensity
as on 31st March 2010**

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	23.03	135.98	54.30
Assam	18.13	91.59	28.97
Bihar	14.21	122.82	28.98
Delhi	-	-	157.41
Gujarat	32.09	89.13	54.93
Haryana	37.56	94.38	56.42
Himachal Pradesh	47.79	288.16	74.04
Jammu & Kashmir	26.41	107.10	47.90
Karnataka	22.53	132.48	63.09
Kerala	35.50	171.51	70.31
Madhya Pradesh	15.00	85.66	33.63
Maharashtra	30.72*	98.53*	61.96*
Mumbai			
North East	24.48	92.45	40.71
Orissa	19.93	127.54	37.78
Punjab	39.00	114.97	69.86
Rajasthan	30.38	114.64	50.48
T.N. (incl. Chennai)	36.21	114.85	78.50
U.P.(E)	17.84*	99.93*	36.01*
U.P.(W)			
Kolkata	23.74*	103.12*	46.28*
W.B.			
All India	23.08	112.03	49.60

* Population data/projections are available state-wise only

Notes:

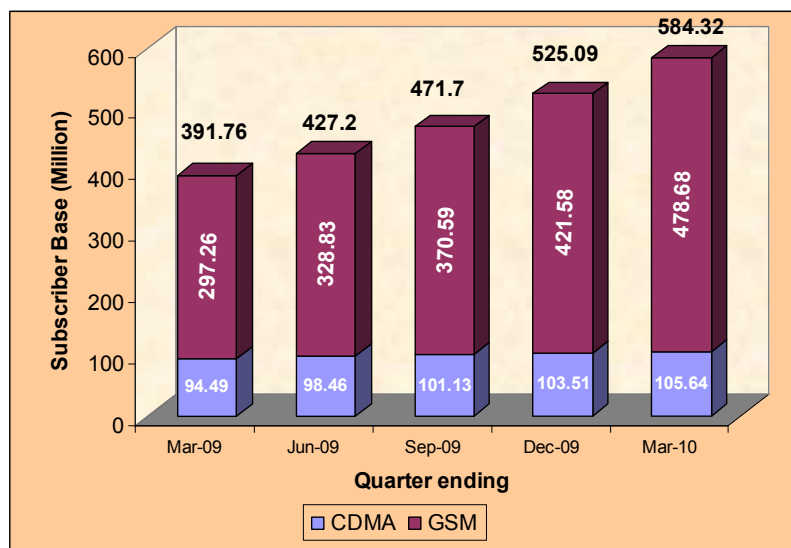
1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for urban and rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.
2. Delhi service area, apart from the state of Delhi, includes the areas served by the local exchanges of Ghaziabad & Noida (in UP) and Gurgaon & Faridabad (in Haryana).

Table 1.11: Rural Wireless Subscribers and Market Share

Service Provider	Subscribers as on Mar-10 (in millions)	Rural Subscribers (in millions)		Percentage of Rural subscribers in total		Market Share of Rural Subscribers	
		Mar-10	Dec-09	Mar-10	Dec. 09	Mar-10	Dec-09
Bharti	127.62	48.09	43.24	37.69%	36.38	25.20%	26.28%
Vodafone	100.86	36.79	30.39	36.48%	33.24	19.28%	18.46%
Idea	63.82	29.82	26.08	46.72%	45.27	15.62%	15.85%
BSNL	69.45	25.26	22.42	36.37%	35.66	13.23%	13.62%
Reliance	102.42	21.25	19.19	20.74%	20.45	11.13%	11.66%
Aircel / Dishnet	36.86	14.00	11.69	37.98%	37.69	7.34%	7.11%
Tata	65.94	13.45	10.78	20.40%	18.8	7.05%	6.55%
Unitech	4.26	1.40	0.41	32.77%	33.89	0.73%	0.25%
Sistema	3.78	0.54	0.38	14.29%	12.74	0.28%	0.23%
HFCL	0.33	0.001	0.001	0.34%	0.34	0.00%	0.00%
Loop	2.84	-	-	-	-	-	-
S Tel	1.01	0.27	-	26.85%	-	0.14%	-
MTNL	5.09	-	-	-	-	-	-
Videocon	0.03	-	-	-	-	-	-
Etisalat	0.0004	-	-	-	-	-	-
Total	584.32	190.88	164.57	32.67%	31.34	100%	100%

1.10 Detailed table on service provider wise subscriber base in each service area is at Annexure-1.2.

Chart 1.6: Wireless Subscription: GSM vs CDMA



1.11 GSM subscription continues to grow at a faster rate and the gap between the growth rates of GSM & CDMA has been widening. In QE Mar-10 growth rate of GSM was 6.56 times in comparison to that of CDMA, as against 5.86 in the previous quarter. At the end of Mar-10, GSM subscribers constituted 81.9% of the wireless market.

GSM Services

1.12 The GSM subscribers were 478.68 million at the quarter ending Mar-10 as against 421.58 million at the end of the previous quarter, showing a growth of 13.5%. Bharti with 127.62 million subscribers continues to be the largest GSM mobile operator. However, in terms of net additions during the quarter, Vodafone added the highest number of subscribers (9.46 Million), followed by Bharti (8.76 Million), Tata (8.22 Million) and Reliance (8.17 Million).

Table 1.12: Group-wise Market Share (in terms of subscription) within GSM Service

Service Provider	Dec-09		Mar-10		Net Additions (in Millions)
	No of Subscribers (in Millions)	Market Share (in %age)	No of Subscribers (in Millions)	Market Share (in %age)	
Vodafone	91.40	21.68%	100.86	21.07%	9.46
Bharti	118.86	28.19%	127.62	26.66%	8.76
Tata	18.69	4.43%	26.91	5.62%	8.22
Reliance	38.20	9.06%	46.37	9.69%	8.17
Idea	57.61	13.67%	63.82	13.33%	6.21
BSNL	57.23	13.58%	63.31	13.22%	6.07
Aircel /Dishnet	31.02	7.36%	36.86	7.70%	5.84
Unitech	1.21	0.29%	4.26	0.89%	3.06
S Tel	0.14	0.03%	1.01	0.21%	0.87
MTNL	4.57	1.08%	4.78	1.00%	0.22
Loop	2.65	0.63%	2.84	0.59%	0.19
Videocon	-	-	0.03	0.01%	0.03
Etisalat	-	-	0.00	0.00%	0.00
HFCL	-	-	0.00	0.00%	0.00
Total	421.58	100.00	478.68	100.00	57.10

CDMA Services

1.13 The CDMA subscriber base increased to 105.64 million during the quarter ending Mar-10 from 103.51 million at the end of previous quarter. The growth in this quarter is 2.1% as against 2.4% for the previous quarter. Reliance with 56.05 million subscribers continues to be the largest CDMA mobile operator. However, in terms of net additions during the quarter, BSNL added the highest number of subscribers (0.51 Million), followed by Reliance (0.46 Million) and Tata (0.39 Million).

Table 1.13: Market Share (in terms of subscription) within CDMA Service

Service Provider	Dec-09		Mar-10		Net Additions (in Millions)
	No of Subscribers (in Millions)	Market Share (in %age)	No of Subscribers (in Millions)	Market Share (in %age)	
BSNL	5.63	5.44%	6.14	5.82%	0.51
Reliance	55.59	53.71%	56.05	53.06%	0.46
Tata	38.64	37.33%	39.03	36.95%	0.39
MTNL	0.31	0.30%	0.31	0.29%	0.00
HFCL	0.34	0.33%	0.33	0.31%	-0.01
Sistema	2.99	2.89%	3.78	3.57%	0.79
Total	103.51		105.64		2.14

Section C: Wireline Service

Table 1.14: Service Providers providing Wireline service [as on 31st March 2010]

Sl. No.	Name of the Service Provider	Area of Operation
1	BSNL	All India except Delhi & Mumbai
2	MTNL	Delhi & Mumbai
3	Bharti Airtel Ltd	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamil Nadu, Chennai, UP(East),UP(West) and West Bengal.
4	Tata Teleservices Ltd. & Tata Teleservices (Mah) Ltd.	Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Orissa, Punjab, Rajasthan, Tamil Nadu, Chennai, UP(East), UP(West) and West Bengal
5	HFCL Infotel Ltd	Punjab
6	Sisitema Shyam Telelink Ltd.	Rajasthan
7	Reliance Communications Ltd.	Andhra Pradesh, Bihar, Chennai, Delhi, Gujarat, Haryana, Himachal Pradesh, J&K, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Orissa, Punjab, Rajasthan, Tamilnadu, UP(East), UP(West) and West Bengal

1.14 Wireline subscriber base declined from 37.06 Million in Dec-09 to 36.96 Million at the end of Mar-10. Wireline teledensity is 3.14.

Chart 1.7: Wireline Subscriber Base and Teledensity

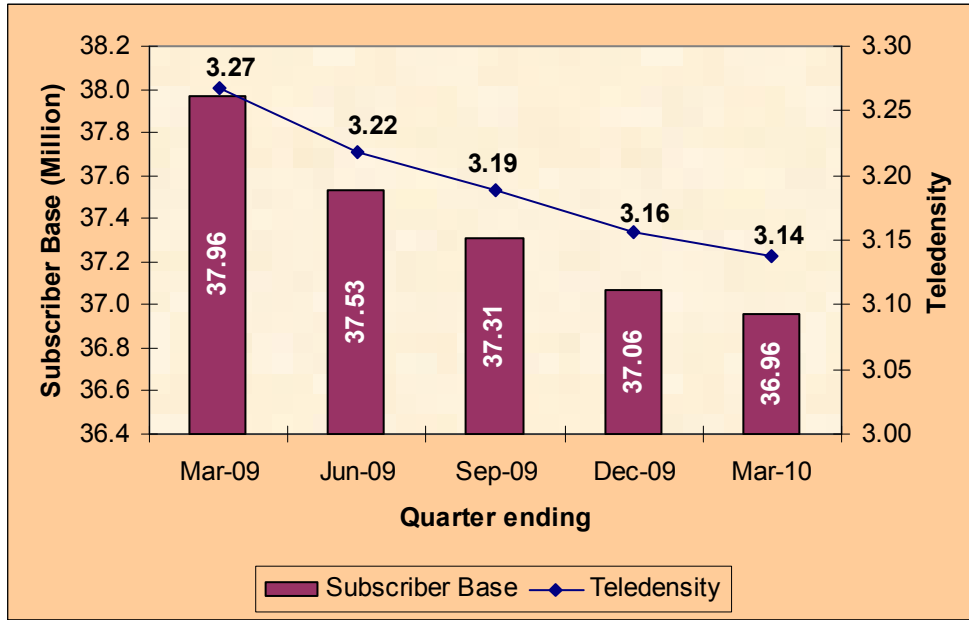


Table 1.15: Wireline Subscriber Base & Teledensity – Rural & Urban

Quarter ending	Subscriber Base (Million)		Teledensity	
	Rural	Urban	Rural	Urban
Mar-09	10.58	27.38	1.29	7.96
Jun-09	10.32	27.21	1.26	7.87
Sep-09	10.13	27.17	1.23	7.82
Dec-09	9.95	27.11	1.21	7.76
Mar-10	9.93	27.03	1.20	7.70

Chart 1.8: Wireline Market share – Rural & Urban

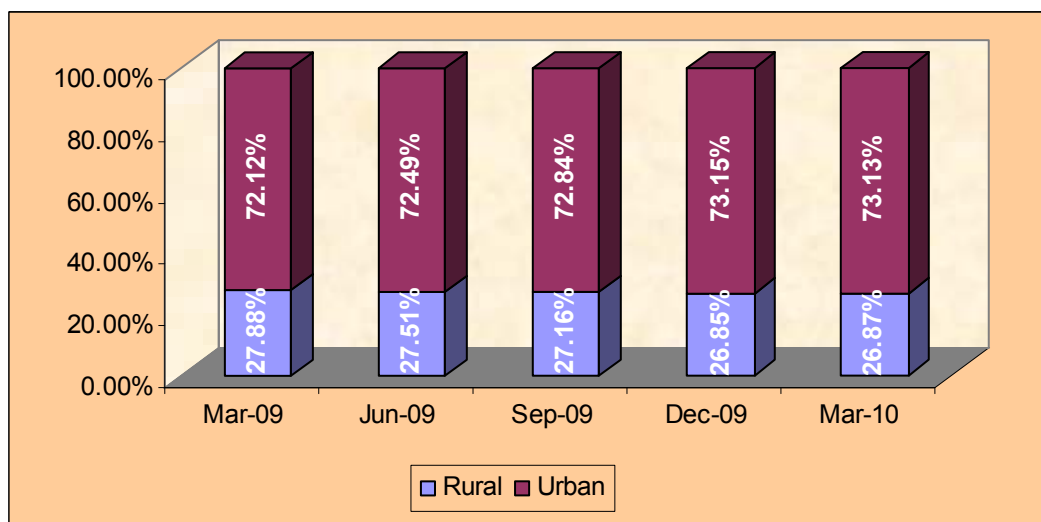


Table 1.16: Service Provider wise Subscribers (Rural & Urban) & Market Share

Service Provider	Subscriber Base (Million)			Share of rural subscription
	Rural	Urban	Total	
BSNL	9.76	18.07	27.83	35.09%
MTNL	-	3.50	3.50	-
Bharti	-	3.07	3.07	-
Reliance	0.00	1.18	1.18	0.10%
Tata	0.16	1.00	1.16	13.59%
HFCL	-	0.17	0.17	-
Sistema	0.01	0.04	0.05	14.51%
Total	9.93	27.03	36.96	

Table 1.17: Growth in Subscribers

Service Provider	Subscriber Base (Million)			Rate of change	Market share- Dec-09	Market share- Mar-10
	Dec-09	Mar-10	Net Additions			
BSNL	28.10	27.83	-0.27	-0.9%	75.80%	75.31%
MTNL	3.49	3.50	0.01	0.2%	9.42%	9.46%
Bharti	2.99	3.07	0.08	2.6%	8.06%	8.30%
Reliance	1.16	1.18	0.01	1.1%	3.14%	3.19%
Tata	1.10	1.16	0.06	5.4%	2.98%	3.14%
HFCL	0.17	0.17	0.00	2.8%	0.46%	0.47%
Sistema	0.05	0.05	0.00	-4.4%	0.14%	0.13%
Total	37.06	36.96	-0.11	-0.3%	-	-

Table 1.18: Service Area wise Wireline Subscribers

Service Area	Dec-09	Mar-10	Net Additions	Rate of Change
Mumbai	2.90	2.95	0.045	1.56%
Delhi	2.67	2.71	0.039	1.45%
Karnataka	2.76	2.78	0.020	0.74%
Gujarat	2.07	2.08	0.010	0.49%
U.P.(E)	1.49	1.50	0.008	0.55%
Haryana	0.82	0.82	0.007	0.91%
Andhra Pradesh	2.46	2.46	0.006	0.26%
Jammu & Kashmir	0.23	0.23	0.003	1.20%
U.P.(W)	1.32	1.33	0.003	0.25%
Bihar	1.38	1.38	0.002	0.11%
North East	0.33	0.33	0.000	0.04%
Himachal Pradesh	0.36	0.36	-0.001	-0.14%
Orissa	0.61	0.61	-0.001	-0.19%
Punjab	1.61	1.60	-0.008	-0.48%
Madhya Pradesh	1.58	1.57	-0.011	-0.71%
Rajasthan	1.54	1.53	-0.014	-0.93%
Assam	0.33	0.31	-0.020	-6.17%
T.N. (incl. Chennai)	3.59	3.57	-0.020	-0.55%
Maharashtra	3.04	3.01	-0.031	-1.01%
W.B.	0.94	0.91	-0.032	-3.41%
Kerala	3.51	3.46	-0.052	-1.47%
Kolkata	1.53	1.46	-0.062	-4.09%
All India	37.06	36.96	-0.107	-0.29%

**Table 1.19: Service Area wise Wireline Teledensity
as on 31st March 2010**

Service Area	Rural Teledensity	Urban Teledensity	Total Teledensity
Andhra Pradesh	1.29	7.21	2.93
Assam	0.34	4.96	1.02
Bihar	0.45	5.14	1.08
Delhi	-	-	15.08
Gujarat	1.43	6.69	3.53
Haryana	1.81	6.24	3.28
Himachal Pradesh	4.74	9.99	5.31
Jammu & Kashmir	0.52	6.09	2.00
Karnataka	1.54	10.14	4.72
Kerala	9.15	12.68	10.06
Madhya Pradesh	0.42	5.10	1.65
Maharashtra	1.69*	9.46*	5.27*
Mumbai			
North East	0.88	7.67	2.50
Orissa	0.68	5.71	1.52
Punjab	3.20	9.04	5.58
Rajasthan	1.04	6.25	2.28
T.N.	2.23	7.80	5.22
U.P.(E)	0.40*	4.75*	1.36*
U.P.(W)			
Kolkata	0.70*	7.54*	2.64*
W.B.			
All India	1.20	7.70	3.14

* Population data/projections are available state-wise only

Notes:

1. Teledensity figures are derived from the subscriber data provided by the operators and the population projections, for urban and rural areas, of the country, published by the Office of the Registrar General & Census Commissioner, India.

1.15 Detailed table on service provider wise subscriber base in each service area is at Annexure-1.3.

Public Call Offices (PCO)

1.16 Total number of PCOs in the country as on 31st March 2010 is 4.59 Million as compared to 5.54 in Dec-09, showing a reduction of 0.95 Millions PCOs. Detailed table is at Annexure -1.4.

Chart 1.9: Number of PCOs

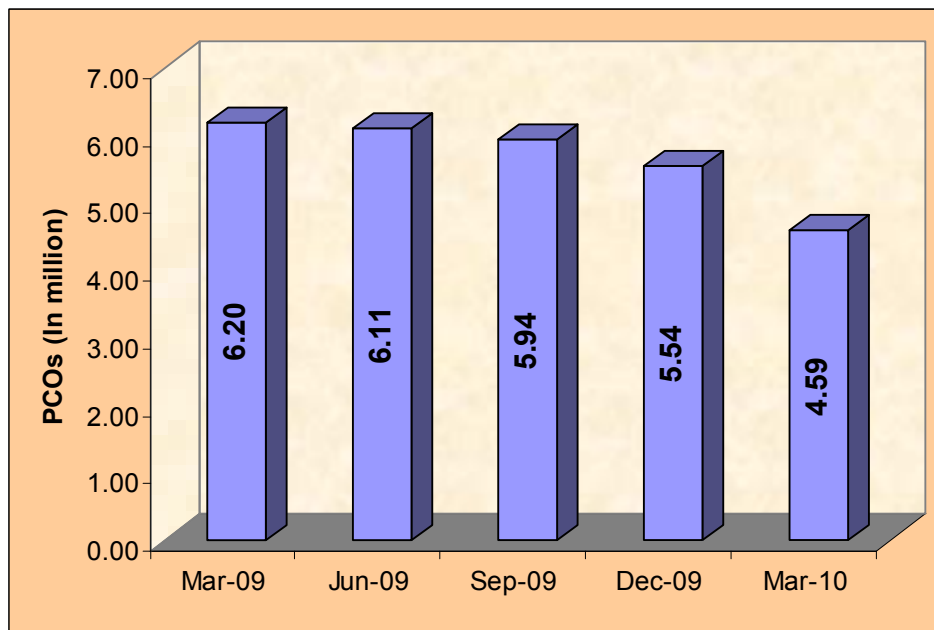
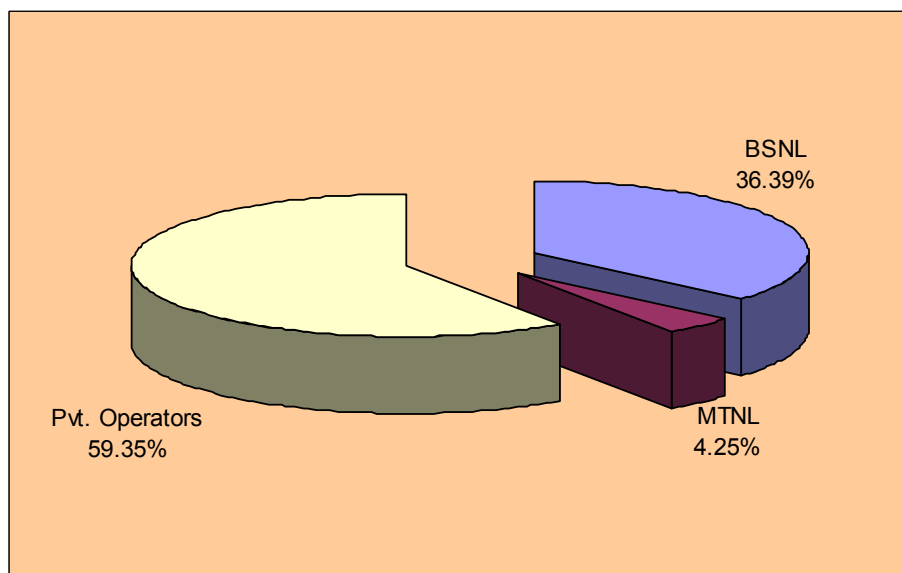


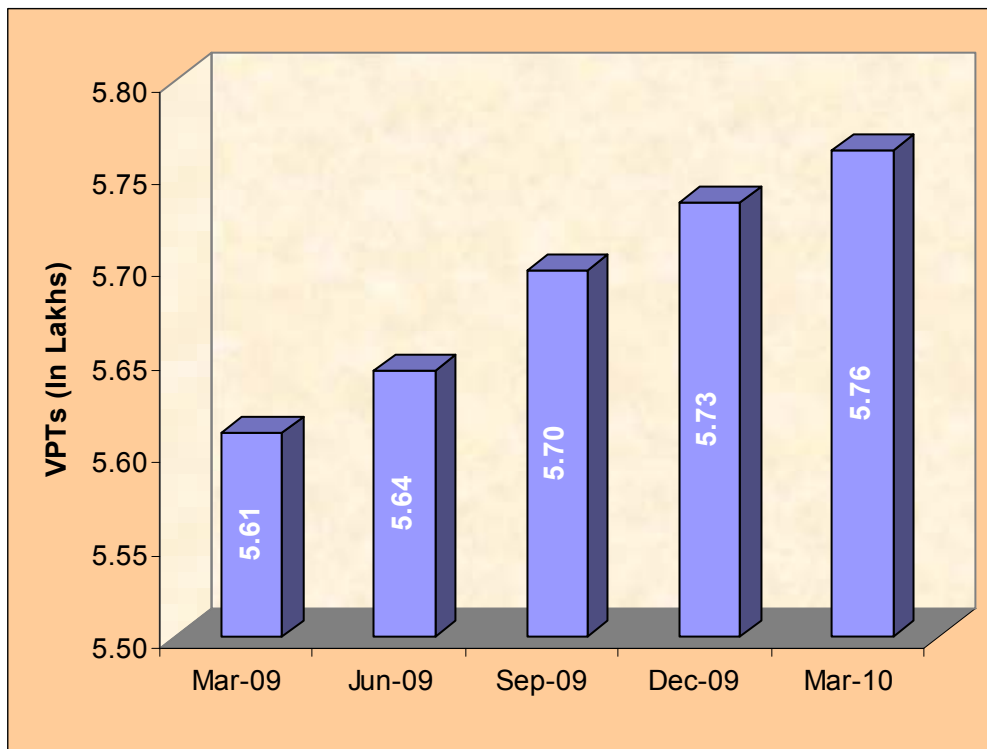
Chart 1.10: Market share of PCOs (PSUs Vs. Pvt. Operators)



Village Public Telephones (VPTs)

1.17 There are 5,93,731 inhabited villages in India as per census 2001. The number of VPTs increased from 5.73 Lakhs in Dec-09 to 5.76 lakhs in Mar-10. With the addition of 2,781 VPTs in this quarter, 97% of the total inhabited villages in India have been connected. Detailed table is at Annexure -1.5.

Chart 1.11 : Growth in VPTs

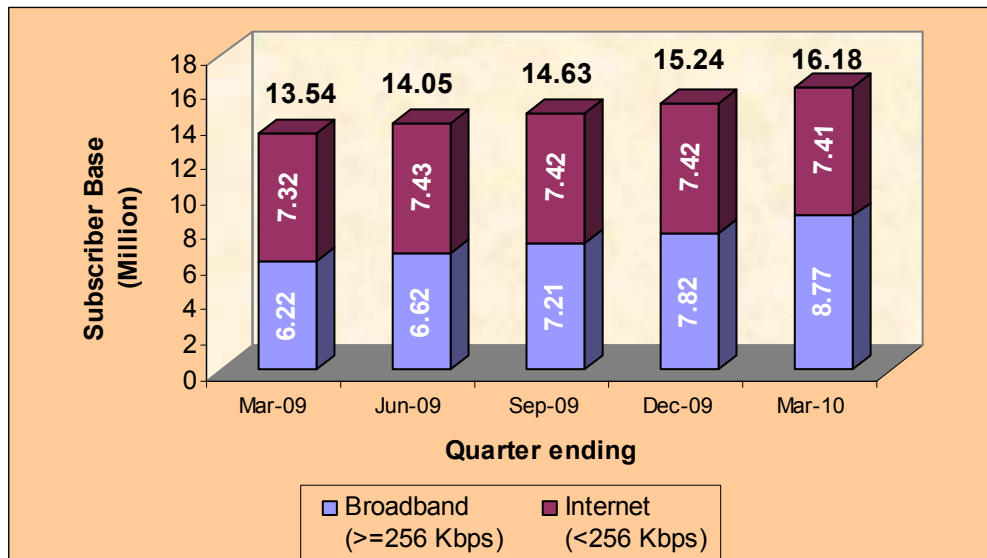


Section D: Internet Service

1.18 There are 16.18 million Internet subscribers at the end of Mar-10 as compared to 15.24 million at the end of Dec-09, registering a growth of 6.17%. This growth rate is higher as compared that in to QE Dec-09 (4.21%). Apart from this, 177.87 million wireless subscribers have subscribed to Data services, as reported by the wireless service providers.

1.19 The number of Broadband subscribers is 8.77 million at the end of March 2010 as compared to 7.82 million at the end of Dec-09, thus, registering a growth of 12.2% over the previous quarter.

Chart 1.12: Trends in Internet/Broadband subscription



1.20 Share of Broadband subscription in total Internet subscription increased from 51.3% in Dec-09 to 54.2% in Mar-10.

1.21 Internet subscriber growth during the quarter is driven by Broadband services. Out of the total 2.64 million Internet subscribers added during the last one year, 2.55 million are Broadband customers.

Table 1.20: Trends in subscribers of PSUs Vs. Pvt. Internet Service Providers

Quarter ending	PSU ISPs	Private ISPs	Total	Share of PSUs
Mar-09	9.38	4.16	13.54	69.3%
Jun-09	9.78	4.27	14.05	69.6%
Sep-09	10.30	4.33	14.63	70.4%
Dec-09	10.78	4.46	15.24	70.7%
Mar-10	11.50	4.68	16.18	71.1%

1.22 The total Internet leased line customers stood at 30981 at the end of Mar-10 as compared to 29563 at the end of Dec-09.

1.23 As per the reports available with the TRAI, 32 ISPs are providing Internet Telephony services presently. The list is at Annexure-1.6.

ISP Connectivity

1.24 The bandwidth owned by various ISPs for their ISP operations and Internet Leased lines is reported to be 368 GB for International and 317 GB for National during this quarter as compared to 275 GB for International and 231 GB for National at the end of Dec-09.

Table 1.21: Internet Subscriber Base & Market share of top 10 ISPs

S.No	ISP	Category	Service Area	Subs	Share (%)
1	Bharat Sanchar Nigam Ltd.	A	All India	9185575	56.76
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	2312829	14.29
3	Bharti Airtel Ltd.	A	All India	1305988	8.07
4	Reliance Communications Infrastructure Limited	A	All India	1223079	7.56
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	314088	1.94
6	YOU Telecom India Pvt. Ltd.	A	All India	284926	1.76
7	Tata Communications Internet Services Limited	A	All India	274224	1.69
8	Data Infosys Ltd.	A	All India	250491	1.55
9	Sify Technologies Ltd.	A	All India	197197	1.22
10	Asianet Satellite Communications Ltd.	B	Kerala	90529	0.56
	Total of Top 10 ISPs			15438926	95.41
	Others			743099	4.59
	Grand Total			16182025	100

1.25 BSNL holds 55.76% of the market share with reported subscriber base of 9.19 million Internet subscribers at the end of Mar-10 as against 8.52 million at the end of Dec-09. MTNL is at second position (2.31 million) followed by Bharti (1.31 million). Detailed table with subscriber numbers & growth rates of all the ISPs is at Annexure-1.7.

1.26 Top 10 ISPs together hold 95.41% of the total Internet subscriber base.

Chart 1.13: Growth achieved by top ten ISPs during the quarter

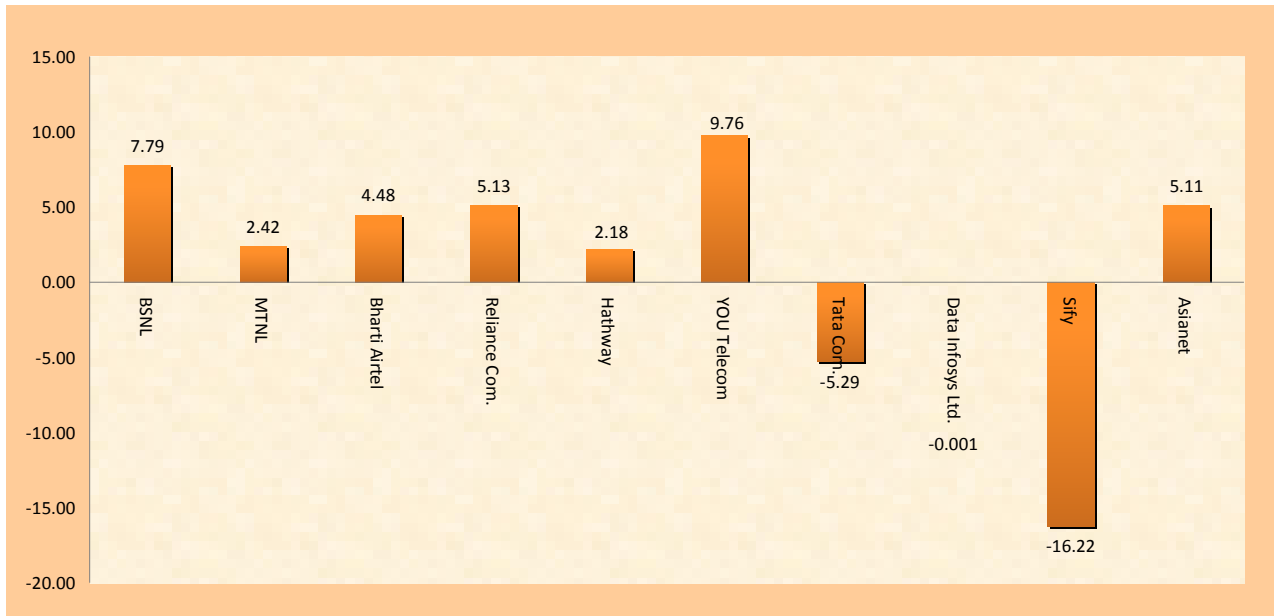


Chart 1.14: Internet Access (including Broadband) - Technologies & Market Share

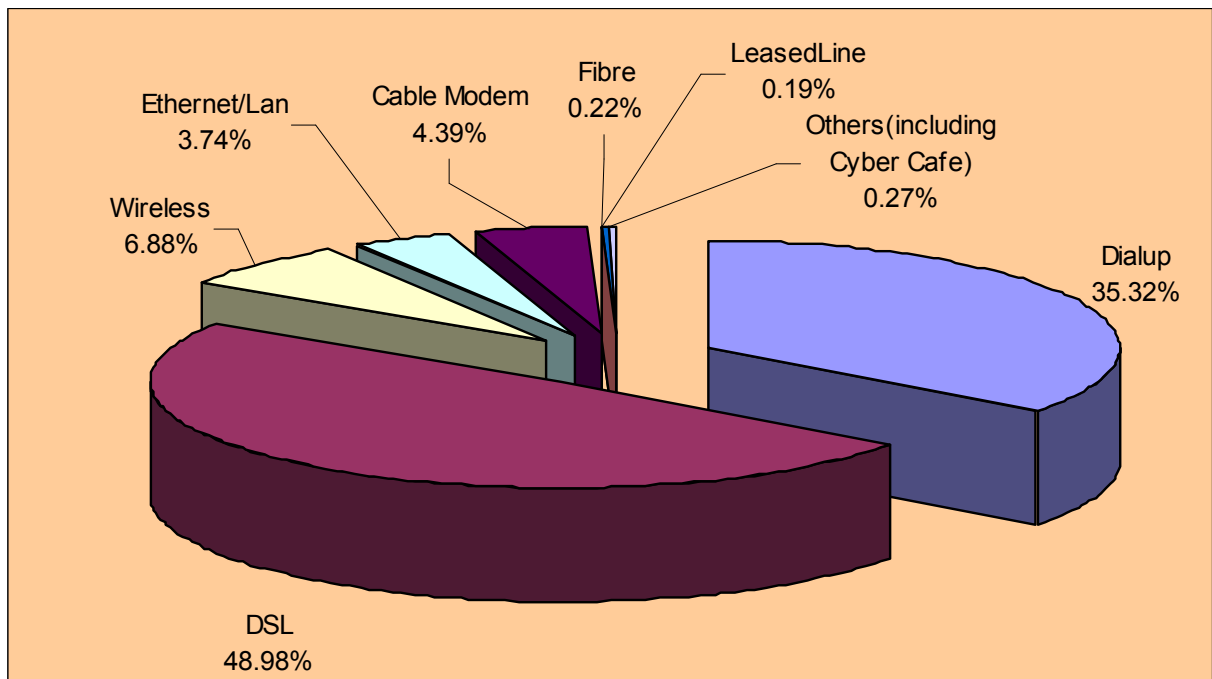
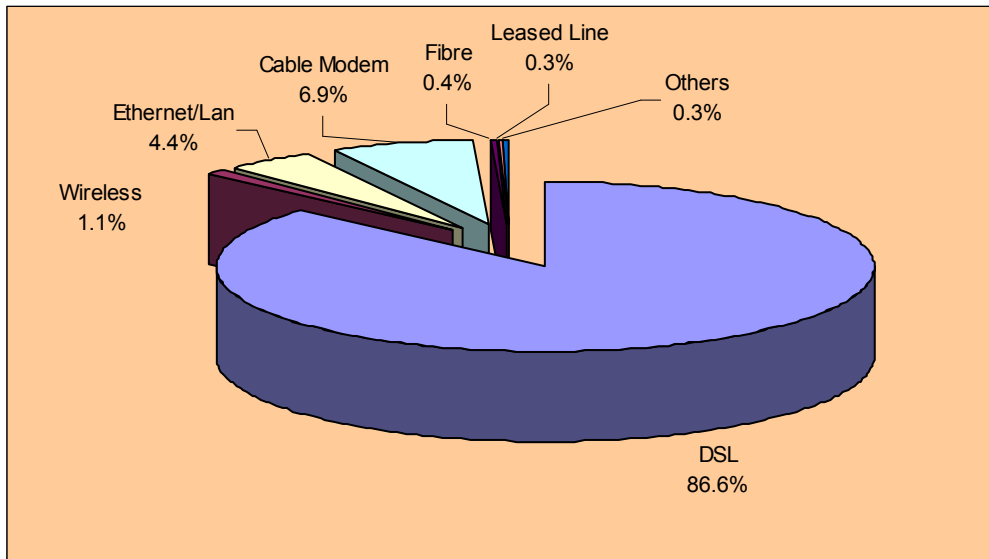
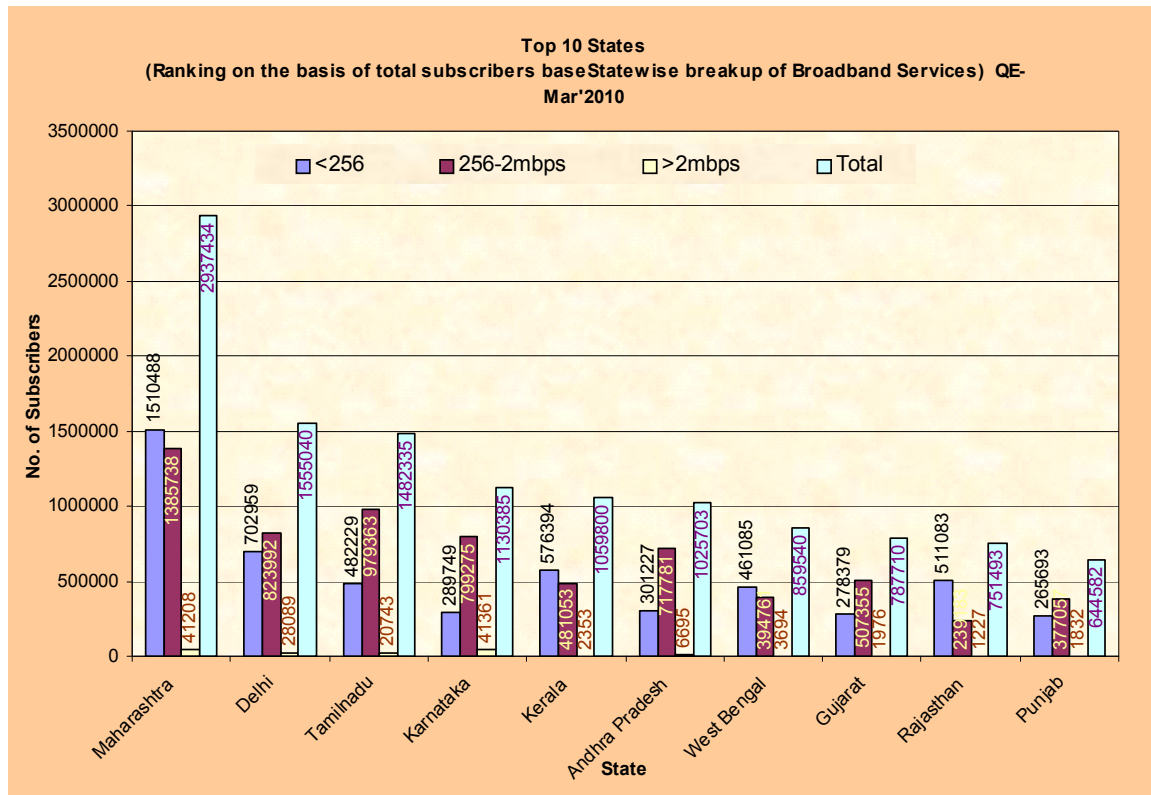


Chart 1.15: Broadband Access - Technologies & Market Share



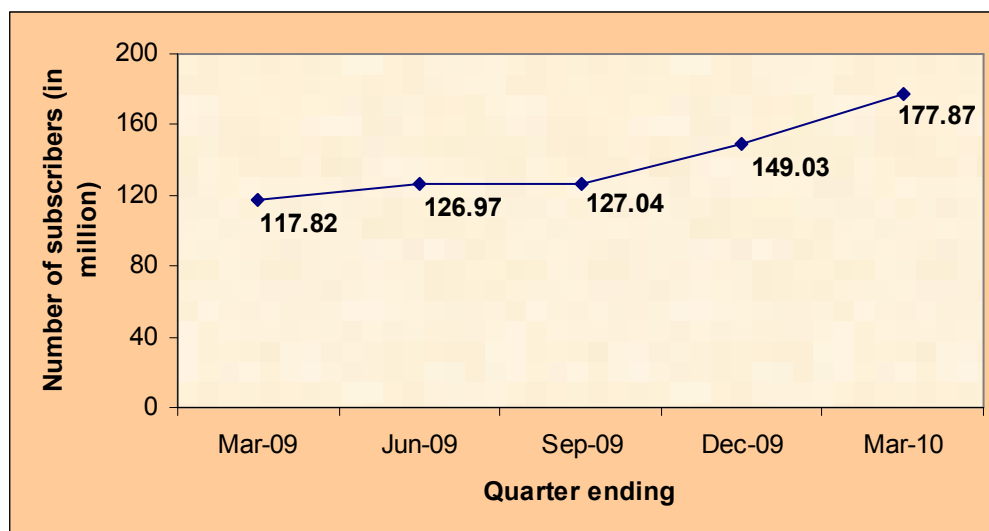
1.27 DSL (Digital Subscriber Line) is the most preferred technology used by the Service Providers to provide Broadband Services and it constitutes 86.6% of total broadband subscribers. Cable Modem Technology follows with 6.9% connections.

Chart 1.16: Speed Category wise data on Internet/broadband subscribers for top 10 States



1.28 Maharashtra is having largest Internet (<256 Kbps) and Broadband (>=256 Kbps) subscriber base in the country.

Chart 1.17: Growth of wireless subscribers capable of Accessing Data services/Internet



Note: The above chart depicts the number of subscribers who have subscribed to Data Services

Table 1.22: Service Provider wise details of Data Services

	Service Provider	Data Subscribers as on 31st March 2010
1	Aircel	2,193,573
2	Bharti	68,210,793
3	Loop	2,948,235
4	BSNL	49,139,350
5	HFCL	Nil
6	Vodafone	32,577,295
7	Idea/Spice	8,543,463
8	MTNL	414,940
9	RCL	10,958,179
10	RTL	1,960,185
11	Sistema	32,607
12	Tata	894,097
13	S Tel	Nil
14	Unitech	Nil
15	Etisalat	Nil
16	Videocon	Nil
	Total	177,872,717

Section E: Other Value Added Services – PMRTS & VSAT

Public Mobile Radio Trunk Services (PMRTS)

Table 1.23: PMRTS Subscriber base – Service Provider wise

Sr. No.	Name of the Service Provider	Operative Area	Subscriber Base as on 30.12.09	Subscriber Base as on 31.03.10	%age Growth in Subscribers	%age in Market Share
1	M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (Aryadoot Transport Pvt Limited)	AP(Vishakhapatnam)	1967	18686	4.01	56.04
2	M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (Jet-Aiu Skyline Transport Pvt Ltd.)	MP (Indore)	601			
3	M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (Container Movement (Bombay) Transport Pvt Ltd.)	Delhi (Faridabad/Gurgaon)	1			
4	M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (Arya Offshore Services Pvt Ltd.)	Mumbai (Vashi), Chennai	1084			
5	M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (German Express Shipping Agency (India) Pvt Ltd. (Hapag Llyod)	Mumbai (NaviMumbai/Vashi), Delhi	726			
6	M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (United Liner Agencies of India (Pvt) Ltd.)	Delhi, Kolkata	1665			

7	M/s Arya Omnitalk RadioTrunking Services Pvt.Ltd. (Arvind Mills)	Delhi, Faridabad, Mumbai, Vashi, Gujarat (Ahmedabad/Surat/Bharuch), Tamilnadu (Chennai), Bangalore	11921			
8	Procall Ltd.**	Delhi, Jaipur, Gurgaon, Faridabad	7071	6894	-2.50	20.68
9	Smartalk Pvt Ltd.	Pune, Vashi, Mumbai	2644	2643	-0.04	7.93
10	QuickCall	Bangalore, Hyderabad, Chennai	3184	3681	15.61	11.04
11	Bhilwara Telenet Services Pvt.Ltd.	Mumbai	1449	1440	-0.62	4.32
12	India Satcom Ltd.	Bangalore	0	0	0.00	0.00
	Total		32313	33344	3.19	100.00

*M/s India Satcom Ltd. reported through email that their MRTS department is non functional since last quarter.

The Licences of Arvind Mills, Container Movement, German Express Shipping Agency, United Liner, AryaDoot Transport, Jet-Aiu Skyline and Arya Offshore Ltd. have transferred to Arya Omnitalk Radio Trunking Services (P) Ltd.

**The Subscriber base figure pertaining to M/s Procall were wrongly recorded inadvertently for Dec'09, has been corrected in this PMR.

1.29 The subscriber base of PMRTS increased from 32,313 in QE Dec-09 to 33,344 in Mar-10.

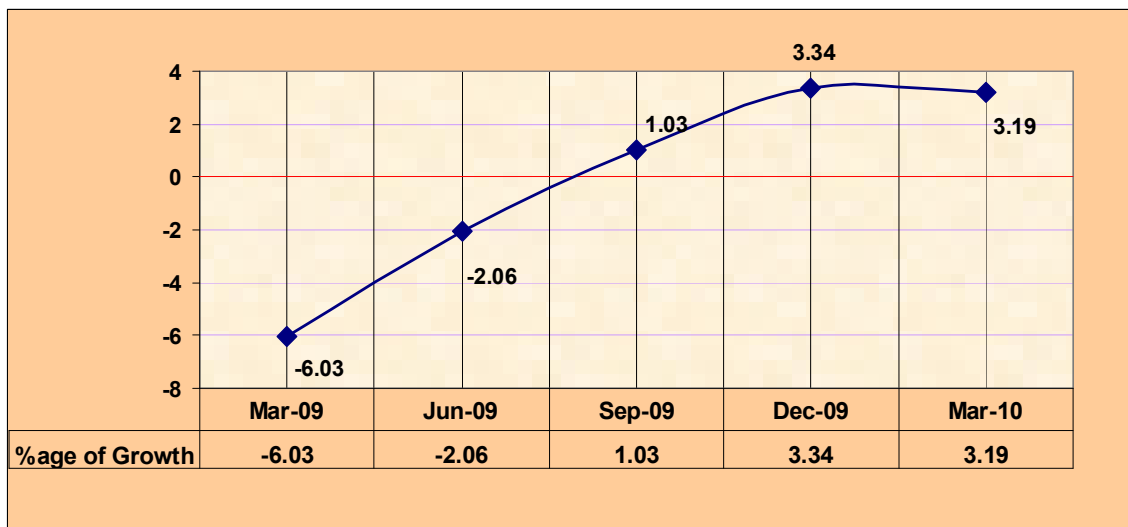
Table 1.24: PMRTS Subscriber base – Service Area wise

Sr. No.	Operative Area	Service Providers	Subscriber Base		%age change	Market Share (%)
			31.12.09	31.03.10		
1	Delhi(Faridabad/ Gurgaon)	# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (ContainerMovement)	8035	7864	-2.13%	23.58%
		# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (German Express)				
		# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (United LinerAgencies)				
		#M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arvind Mills Ltd.)				
		#M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arvind Mills Ltd)				
		Procall(Delhi)**				
		Procall (Faridabad)**				
		Procall (Gurgaon)**				
2	Mumbai(Navi Mumbai/Vashi)	# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arya Offshore Services)	6235	6226	-0.14%	18.67%
		# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (German Express (Navi Mumbai/Vashi)				
		# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arvind Mills Ltd.)(Navi Mumbai/Vashi)				
		# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arvind Mills(Vashi)				
		Smartalk (Mumbai)				
		Bhilwara Telenet (Mumbai)				
		Smartalk (Vashi)				
		3				
4	TN(Chennai)	# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arya Offshore Services)	4480	4576	2.14%	13.72%

		# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arvind Mills)				
		Quick Calls				
5	Karnataka (Bangalore)	# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arvind Mills)	4473	5265	17.71%	15.79%
		Quick Calls				
		India Satcom				
6	Andhra Pradesh (Vishakhapatnam)	# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arya Transport)	1967	2029	3.15%	6.09%
7	Madhya Pradesh (Indore)	# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Jet Aiu Skyline)	601	628	4.49%	1.88%
8	Jaipur	Procall**	418	428	2.39%	1.28%
9	Gujrat(Ahmedabad/Surat/B aroda/ Bharuch)	# M/s Arya Omnitalk Radio Trunking Sercvices Pvt.Ltd. (Arvind Mills)	2362	2397	1.48%	7.19%
10	Pune	Smartalk	1056	1089	3.13%	3.27%
11	Hyderabad	Quick Calls	1372	1438	4.81%	4.31%
Grand Total			32313	33344	3.19%	100.00%
*M/s India Satcom Ltd. reported through email that their MRTS department is non functional since last. quarter.						
# The Licences of Arvind Mills, Container Movement, German ExpressShipping Agency, United Liner, AryaDoot Transport, Jet-Aiu Skyline and Arya Offshore have transferred to Arya Omnitalk Radio Trunking Services (P) Ltd..						
**The Subscriber base figure pertaining to M/s Procall were wrongly recorded invertently for Dec'09, has been corrected in this PMR.						

1.30 Detailed table on service Provider wise subscriber base is at Annexure-1.8.

Chart 1.18: Growth rate (%) of PMRTS



Very Small Aperture Terminal (VSAT)

Table 1.25: VSAT Service Providers currently providing service & subscriber base

Sr. No	Name of Service Provider	Quarter ending		%age change	Market Share (%)
		Dec-09	Mar-10		
1	Bharti Airtel Limited, Bangalore	34581	37445	8.28	30.17
2	Hughes Communications Ltd.	33833	36791	8.74	29.65
3	HCL Comnet	27567	27729	0.59	22.34
4	Tatanet Services	11555	12574	8.82	10.13
5	BSNL	5340	5813	8.86	4.68
6	Essel Shyam	2728	2728	0.00	2.20
7	Bharti Broadband	1044	978	-6.32	0.79
8	Infotel Satcom	18	37	105.56	0.03
	Total	116666	124095	6.37	100.00

1.31 The total number of VSAT subscribers increased to 124095 at the end of Mar-10. Net additions during the quarter has been 7429 and, the growth rate 6.37%.

1.32 Bharti Airtel Ltd. Continues to be the market leader with subscriber base of 37445, followed by Hughes Communication Limited (36791) and HCL Comnet (27729) VSAT subscribers respectively.

Chart 1.19 : Number of VSAT connections

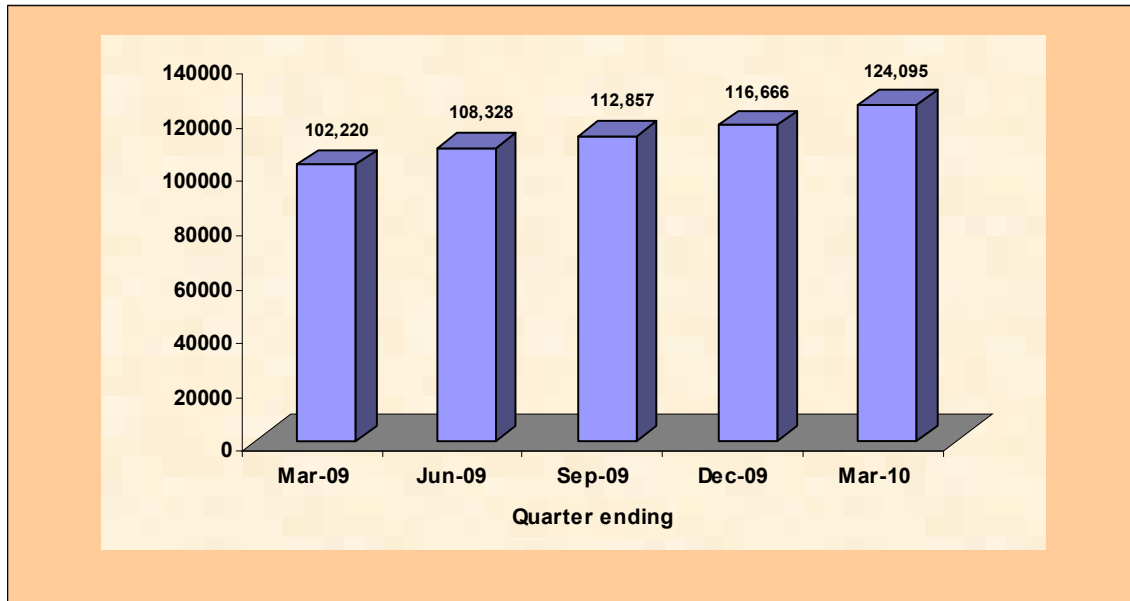
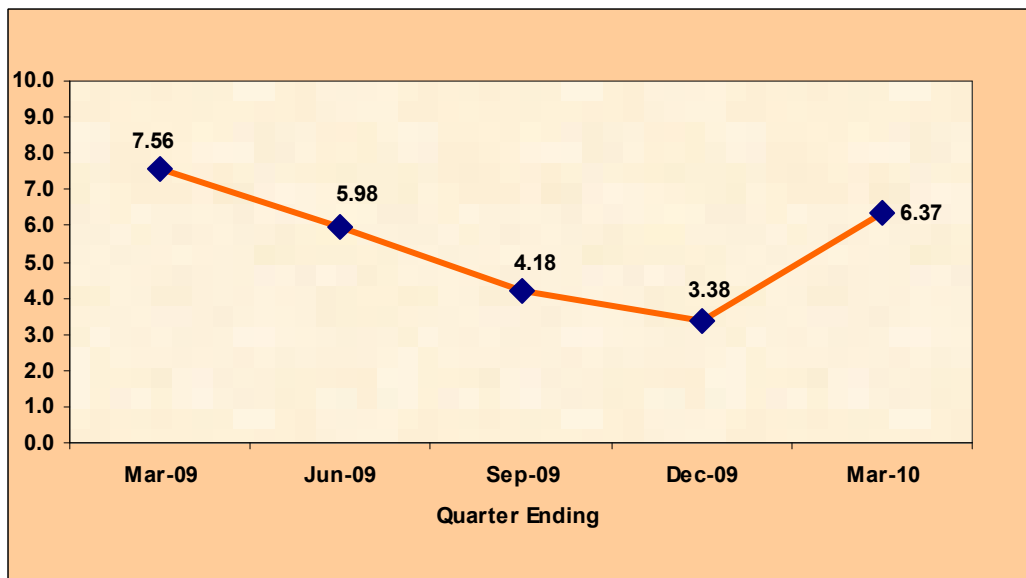


Chart 1.20: Growth rate (%) of VSAT Subscribers



Chapter 2: Revenue and Usage

For all the parameters, Metros indicate data for Delhi, Mumbai & Kolkata. Data for Chennai service area has been included in Circle A, as part of TN

Section A: GSM – Full Mobility Service

Table 2.1: Key Indicators

Parameter	Dec-09	Mar-10	%age Change
Subscriber base (Million)	421	479	13.6%
Share of prepaid (%)	95.20	95.78	0.6%
Incoming MOU* per sub per month	210	209	-0.5%
Outgoing MOU* per sub per month	202	201	-0.2%
Outgoing SMS per sub. Per month	32	38	20.0%
Average Revenue Per User (ARPU) (Rs. per month)	144	131	-8.6%

* Minutes of usage

Chart 2.1: Traffic pattern

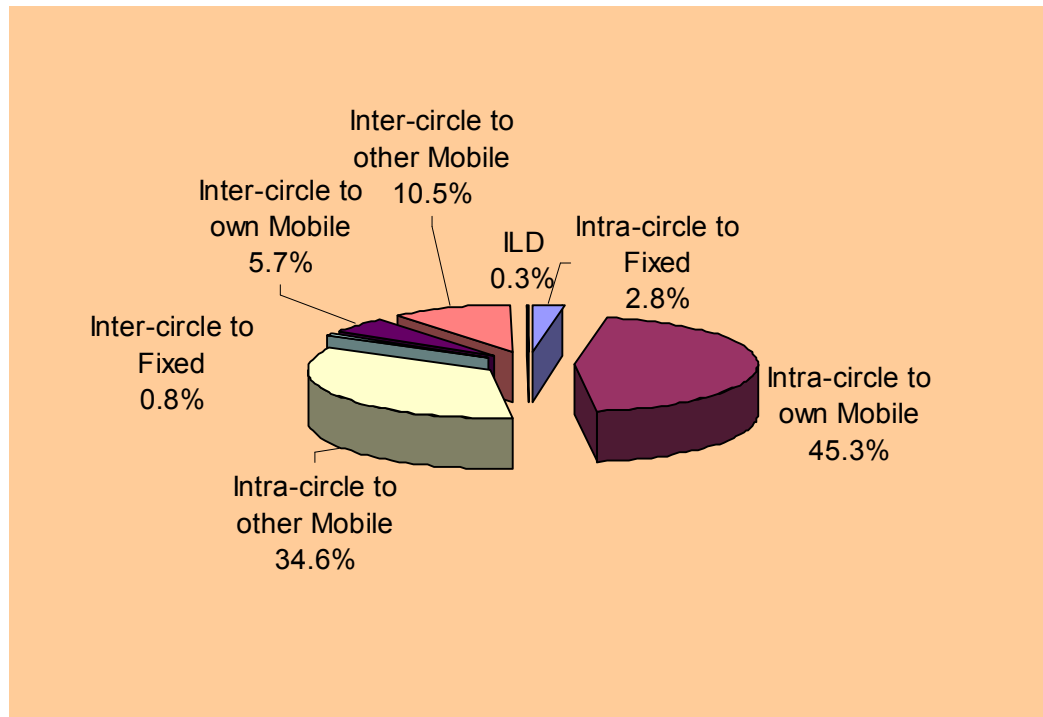
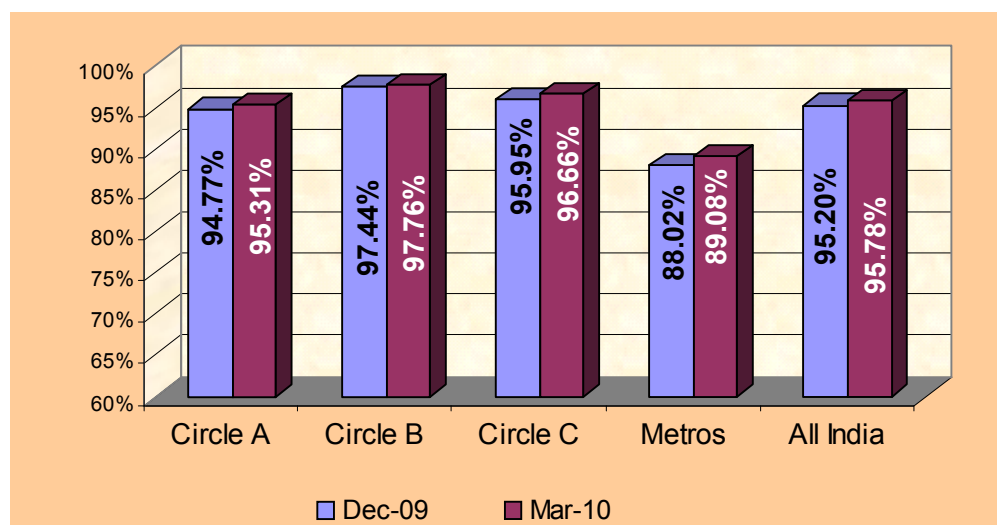


Chart 2.2: Proportion of prepaid subscribers



2.1 Share of prepaid subscription has grown from 95.20% in Dec-09 to 95.78% in Mar-10.

Table 2.2: ARPU (Rs. per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	502	119	138
Circle B	469	111	119
Circle C	296	110	118
Metro	626	108	167
All India	503	113	131
All private SPs	543	113	134
BSNL/MTNL	346	100	116

2.2 The all India blended ARPU per month declined by 8.6% from Rs. 144 in Dec-09 to Rs. 131 in Mar-10.

2.3 Prepaid ARPU declined by 8.2%, from Rs. 124 in Dec-09 to Rs. 113 in Mar-10 and Postpaid ARPU declined by 5.16%, from Rs. 530 to Rs. 503.

Table 2.3: Composition of Revenue (%)

Item	Dec-09	Mar-10
Rental Revenue	17.7%	17.7%
Revenue from Calls	59.0%	59.1%
Revenue from Roaming	8.6%	7.7%
Revenue from SMS	5.7%	6.2%
Other Revenues *	8.9%	9.4%

* Other revenue includes revenue from other value added services, installation etc.

Table 2.4: MOU & SMS (per subscriber per month)

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	587	464	1052	95	172	181	353	59
Circle B	583	481	1064	62	186	202	388	24
Circle C	339	235	574	29	214	254	469	19
Metro	511	422	932	74	192	171	363	26
All India	534	427	960	74	185	198	384	37

Circle category	BLENDED [Postpaid + Prepaid]			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	193	195	387	61
Circle B	196	208	404	25
Circle C	220	254	473	19
Metro	229	199	428	32
All India	201	209	410	38

- 2.4 Overall, MOU per subscriber remained more or less at the same level as in previous quarter. It has declined by just 1 minute, from 411 in QE Dec-09 to 410 in Mar-10.
- 2.5 Postpaid segment alone has shown a decline of 3.8% in MOUs per subscriber. Whereas, prepaid segment showed an increase of 0.65%.
- 2.6 The overall ratio of incoming-outgoing MOUs remained unchanged at 51:49.
- 2.7 Outgoing SMS per subscriber increased from 32 in Dec-09 to 38 in Mar-10.

Table 2.5: Traffic pattern

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	3.55%	40.69%	40.70%	0.69%	5.40%	8.69%	0.28%
Circle B	2.55%	50.75%	32.10%	0.59%	4.44%	9.32%	0.26%
Circle C	1.28%	55.68%	28.83%	0.52%	4.85%	8.54%	0.30%
Metros	3.32%	29.26%	32.03%	1.78%	11.29%	21.79%	0.53%
All India	2.80%	45.29%	34.64%	0.76%	5.68%	10.51%	0.31%

Average Subscriber outgo* per minute

- 2.8 The tariff plans are of bundled nature and the trade-off is generally between monthly fixed charges and Variable (call) charges. The average outgo per outgoing minute (Rental revenue + Airtime revenue per outgoing minute), therefore, is a realistic

indicator of tariff levels. The table below provides the figures for the quarter ending Mar-10.

Table 2.6: Average outgo per outgoing minute (Rs. Per min)

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.72	0.61	0.63
Circle B	0.68	0.53	0.54
Circle C	0.79	0.45	0.47
Metros	0.88	0.58	0.65
All India	0.76	0.55	0.57

* Outgo includes both Rental and call charges

2.9 All India blended average outgo per minute declined from Rs. 0.64 in Dec-09 to Rs. 0.57 in Mar-10 indicating further reduction in tariff levels.

Table 2.7: Trends of Key Parameters

Parameter	Mar-09	Jun-09	Sep-09	Dec-09	Mar-10
1. ARPU (Rs. Per month)	205	185	164	144	131
2. MOU per subscriber per month	484	454	423	411	410
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	204	194	178	169	167
3.2 NLD (inter-circle)	30	28	28	32	34
3.3 ILD	1	1	1	1	1
4. Outgoing SMS per subscriber per month SMS	30	28	29	32	38
5. Average Outgo per outgoing minute (Rs.)	0.76	0.74	0.71	0.64	0.57

Service Area wise statistics are available at Annexure-2.1.

Section B: CDMA – Full Mobility Service

Table 2.8: Key Indicators

Parameter	Dec-09	Mar-10	% Change
Subscriber Base in Millions	85.03	86.2	1.4%
Share of Prepaid (%)	93.7%	93.8%	0.2%
Incoming MOUs per subs per month	167	160	-4.2%
Outgoing MOUs per subs per month	151	146	-3.2%
Outgoing SMS per subs per month	14	13	-7.9%
ARPU (Rs. Per month)	82	76	-7.4%

Chart 2.3: Traffic Pattern

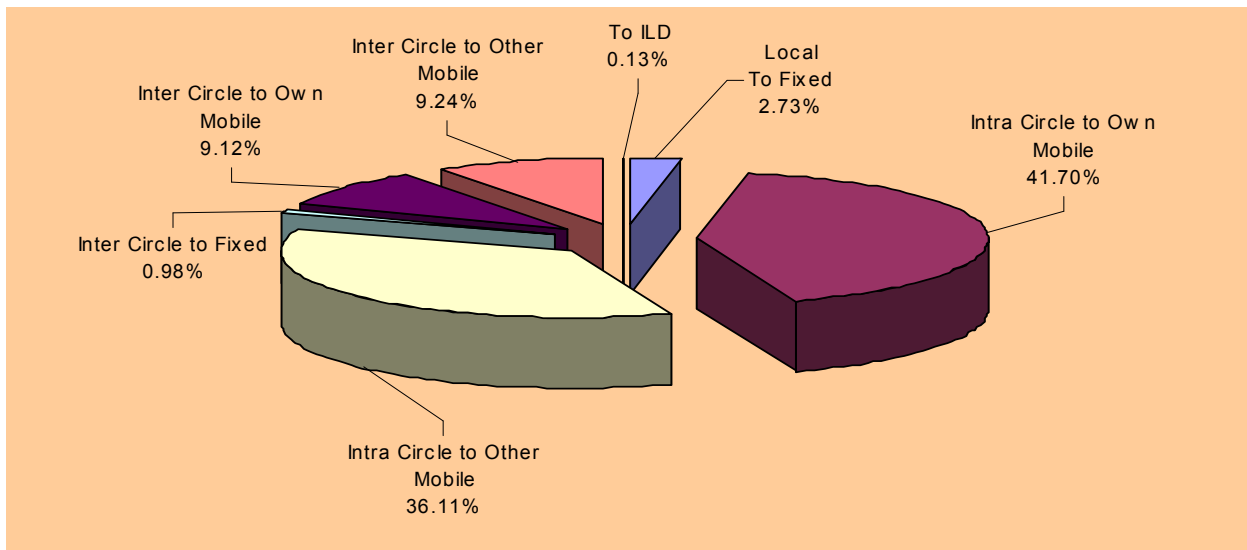
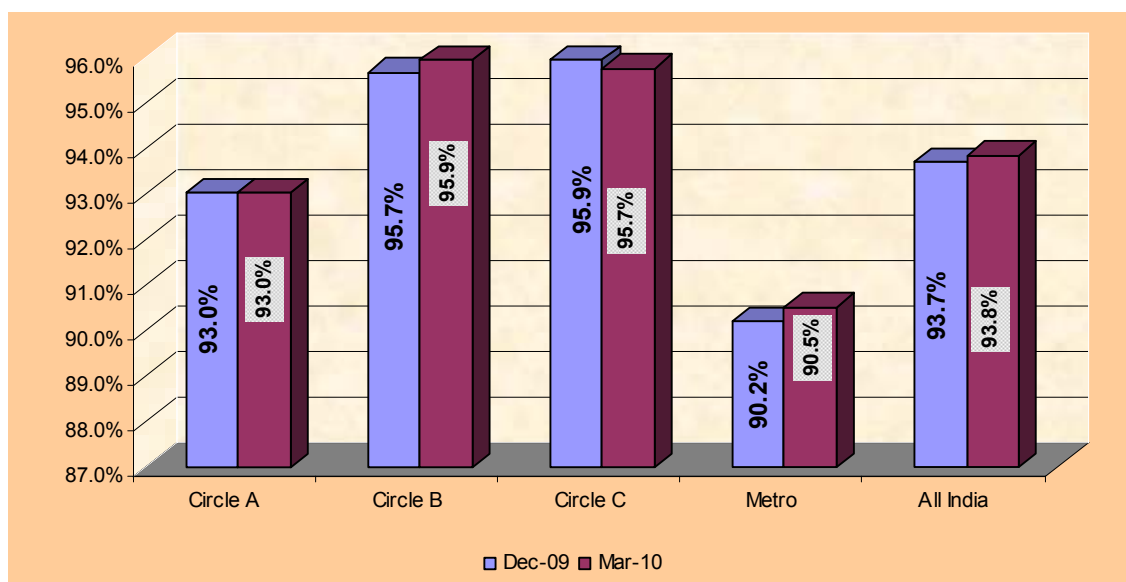


Chart 2.4: Proportion of prepaid subscribers



2.10 Market share of Prepaid segment has further increased from 93.7% in Dec-09 to 93.8% in March-10..

Table 2.9: ARPU (Rs. per month)

Circle category	Postpaid	Prepaid	Blended ARPU
Circle A	428	52	78
Circle B	346	50	62
Circle C	387	63	77
Metro	461	60	99
All India	416	54	76

2.11 The all India Blended ARPU declined by 7.4% from Rs. 82 in Dec-09 to Rs.76 in Mar-10. ARPU for prepaid service declined by 10.6% from Rs. 60 in Dec-09 Rs.54 in Mar-10. Postpaid ARPU increased by 3.3%, from Rs. 402 Rs.416, during the same period.

Table 2.10: Composition of Revenue (%)

Item	Dec-09	Mar-10
Rental Revenue	27.6%	27.7%
Revenue from Calls	56.1%	54.0%
Revenue from Roaming	1.5%	1.5%
Revenue from SMS	5.6%	5.5%
Other Revenues *	9.1%	11.3%

* Other revenue includes revenue from other value added services, installation etc.

Table 2.11: MOU & SMS (per subscriber per month)

Circle category	Postpaid				Prepaid			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	493	334	827	20	100	125	224	14
Circle B	601	365	965	16	129	151	280	8
Circle C	718	378	1095	9	156	219	376	5
Metro	458	328	786	27	125	151	276	20
All India	522	342	864	20	121	148	269	12

Circle category	Blended (postpaid + prepaid)			
	Outgoing MOU	Incoming MOU	Total MOU	Outgoing SMS
Circle A	127	139	267	14
Circle B	149	160	308	8
Circle C	180	226	406	5
Metro	157	168	325	20
All India	146	160	307	13

2.12 The total MOU per subscriber per month decreased by 3.70%, from 318 in Q.E Dec-09 to 307 in Q.E March-2010. The outgoing MOUs decreased by 3.16% and the incoming MOUs by 4.19%.

2.13 Prepaid MOUs decreased by 3.1% and postpaid MOUs by 3.7%.

2.14 SMS per subscriber per month decreased from 14 in Dec-09 to 13 in March-09.

Table 2.12: Traffic Pattern

Circle Category	Intra-circle to Fixed	Local (Intra-circle)		Inter-circle to Fixed	NLD (Inter-circle)		ILD
		to own Mobile	to other Mobile		to own Mobile	to other Mobile	
Circle A	4%	35%	45%	1%	7%	8%	0.2%
Circle B	2%	48%	34%	1%	9%	7%	0.1%
Circle C	1%	40%	40%	1%	12%	6%	0.0%
Metros	3%	41%	28%	1%	11%	16%	0.2%
All India	3%	42%	36%	1%	9%	9%	0.1%

Table 2.13: Average outgo per outgoing minute

[Rs. Per min]

Circle Category	Postpaid	Prepaid	Blended
Circle A	0.80	0.48	0.57
Circle B	0.56	0.37	0.41
Circle C	0.51	0.37	0.40
Metros	0.90	0.48	0.60
All India	0.74	0.43	0.49

* Outgo includes both Rental and call charges

2.15 All India average outgo per minute declined from Rs. 0.52 in Dec-09 to Rs. 0.49 in Mar-10.

Table 2.14: Trends of Key Parameters

Parameter	Mar-09	Jun-09	Sep-09	Dec-09	Mar-10
1. ARPU (Rs. Per month)	99	92	89	82	76
2. MOU per subscriber per month	357	342	308	318	307
3. Outgoing MOU per subscriber per month					
3.1 Local (Intra-circle)	134	125	116	122	118
3.2 NLD (inter-circle)	30	35	29	28	28
3.3 ILD	0.43	0.38	0.25	0.24	0.19
4. Outgoing SMS per subscriber per month SMS	10	11	10	14	13
5. Average Outgo per outgoing minute (Rs.)	0.57	0.56	0.57	0.52	0.49

Service Area wise statistics are available at Annexure-2.2.

Section C: Internet Services

Revenue of ISPs

2.16 The total Revenue of the Internet Services as reported by ISPs was Rs. 2,225.49 crores for the quarter ending Mar-10 as compared to Rs. 2,154.78 crores in the quarter ending Dec-09, showing an increase of 3.28%.

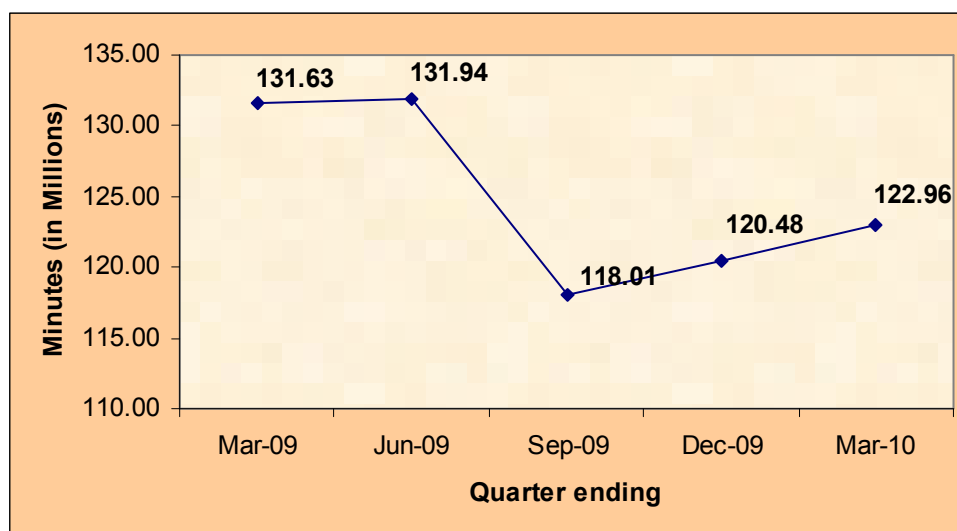
Dial up Access

2.17 The average Minutes of Usage (MoU) per subscriber per month during the day time i.e. between 8 a.m to 8 p.m, increased from 243.96 in QE Dec-09 to 270.87 in QE Mar-10 and during night time i.e. between 8 p.m to 8 a.m., it has increased from 80.14 to 90.29.

Internet Telephony

2.18 Total Minutes of Usage (MOU) for Internet Telephony has increased from 120.48 million in QE Dec-09 to 122.96 million in QE Mar-10.

Chart 2.4: Trends in MOU for Internet Telephony



Chapter 3: Financial Data of Telecom Service Sector

Table 3.1: Gross Revenue (GR), Adjusted Gross Revenue (AGR), License Fee (LF) & Spectrum Charges

Particulars	QE Dec-09 (Rs. in Crore)	QE Mar-10 (Rs. in Crore)	%age Change
Gross Revenue (GR)	39756.64	40265.12	1.28%
Adjusted Gross Revenue (AGR)	29125.67	28829.53	-1.02%
Pass through (GR – AGR)	10630.97	11435.60	7.57%
License Fee	2428.17	2406.77	-0.88%
Spectrum Charges	834.05	858.37	2.92%

- 3.1 Gross Revenue has increased by 1.28% and AGR declined by 1.02% compared with previous quarter
- 3.2 Average License fee as % Gross Revenue: 5.98%.
- 3.3 Average License fee as % Adjusted Gross Revenue: 8.35 %.
- 3.4 Pass-through charges as % Gross Revenue: 28.40%.
- 3.5 Public sector undertaking's share to Total GR: 19.68%.

Table 3.2: Service-wise Gross Revenue, Adjusted Gross Revenue (AGR), Licence Fee and Spectrum Charges (Rs. in Crore)

Service	QE Dec-09			
	GR	AGR	LF	Spectrum Charges
Access Providers	31153.69	23386.04	2078.34	842.16
NLD	5400.39	4000.53	240.00	-
ILD	2280.50	1098.67	67.70	-
Others (reported)	1430.54	344.28	20.72	16.21
Total	40265.12	28829.53	2406.77	858.37

3.6 Access services contributed 77.37% of the total revenue of telecom services.

Table 3.3: Access Services – Service Provider wise Gross Revenue (Rs in Cr.)

Service	QE Dec-09	QE Mar-10	% Change
Aircel	1055.48	1226.16	16.17
Bharti	8579.84	8742.73	1.90
BSNL	5994.57	4843.90	-19.20
Etisalat	25.70	20.46	-20.39
HFCL	33.19	29.43	-11.33
Idea#	3370.75	3501.12	3.87
Loop	165.66	162.40	-1.97
MTNL	1100.59	1056.46	-4.01
Reliance	3217.90	3191.93	-0.81
S Tel	0.89	7.93	791.48
Sistema Shyam	65.20	82.14	25.98
Tata	1958.88	2400.91	22.57
Unitech	9.26	50.18	441.93
Vodafone	5521.61	5837.94	5.73
Grand Total	31099.52	31153.69	0.17

#Idea includes Spice Communications Limited w.e.f. March 1, 2010.

3.7 In Access services, GR has increased from Rs. 31099.52 crore in QE Dec-09 to Rs. 31153.69 crore in QE Mar-10, thereby showing a growth of 0.17%.

Table 3.4: Category-wise share in Access Revenue (GR)

Category	Gross Revenue (Rs in Cr.)	Share %
Metro	6133.51	19.69%
A	11613.51	37.28%
B	10026.62	32.18%
C	3380.06	10.85%
Total	31153.69	100%

Notes:

1. *Source: Figures are un-audited and as submitted by the Operators.*
2. *The figures have been regrouped for analysis purpose.*
3. *The Spectrum charges are now reported on "Payment due for the Quarter" basis. However, some operators are reporting on payment basis or on estimate basis on projected AGR for next quarter.*
4. *Metro area includes Delhi, Mumbai and Kolkata only. Chennai is clubbed with Tamilnadu.*

Chapter 4: Quality of Service (QoS)

Section A: Quality of Service Performance of Wireless Service Providers

Table 4.1: QoS Summary - Wireless Service

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending December, 2009		Quarter Ending March, 2010	
			Out Of 166 (Nos.)	Out Of 166 (in %)	Out Of 184* (Nos.)	Out Of 184* (in %)
I.	Network Related Parameters					
1	Network Availability					
(i)	BTSs Accumulated downtime (not available for service)	$\leq 2\%$	2	1.2%	1	0.5%
(ii)	Worst affected BTSs due to downtime	$\leq 2\%$	16	9.6%	14	7.6%
2	Connection Establishment (Accessibility)					
(i)	Call Set-up Success Rate (within licensee's own network)	$\geq 95\%$	5	3.0%	2	1.1%
(ii)	SDCCH/ Paging Chl. Congestion	$\leq 1\%$	6	3.6%	4	2.2%
(iii)	TCH Congestion	$\leq 2\%$	5	3.0%	4	2.2%
3	Connection Maintenance (Retainability)					
(i)	Call Drop Rate	$\leq 2\%$	10	6.0%	3	1.6%
(ii)	Worst affected cells having more than 3% TCH drop (call drop) rate	$\leq 5\%$	45	27.1%	27	14.7%
(iii)	Connection with good voice quality	$\geq 95\%$	6	3.6%	7	3.8%
4	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	$\leq 0.5\%$	22	13.3%	34	18.4%

S. No.	Parameters	Benchmark	No. of Operators not Meeting the Benchmarks			
			Quarter Ending December, 2009		Quarter Ending March, 2010	
			Out Of 166 (Nos.)	Out Of 166 (in %)	Out Of 184* (Nos.)	Out Of 184* (in %)
II.	Customer Service Quality Parameters					
5	Metering and Billing					
(i)	Metering and billing credibility - post paid	≤ 0.1%	22	13.3%	23	12.5%
(ii)	Metering and billing credibility - pre paid	≤ 0.1%	24	14.5%	20	10.9%
(iii)	Resolution of billing/charging/validity complaints	100% within 4 weeks	27	16.3%	14	7.6%
(iv)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	0	0.0%	4	2.2%
6	Response time to the customer for assistance					
(i)	Accessibility of call centre/ customer care	≥ 95%	11	6.6%	50	27.2%
(ii)	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	64	38.6%	67	36.4%
7	Termination / closure of service					
(i)	%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	20	12.0%	11	6.0%
(ii)	Time taken for refund of deposits after closures	100% within 60 days	23	13.9%	9	4.9%

* NOTE : Idea Cellular [Assam, J&K, NE, Kolkata and WB], STel [Bihar, HP and Orissa] and Uninor [AP, Bihar, Kerala, KTK, Orissa, TN, UP-E & UP-W] have reported the PMR for the first time, which have been included in this report. Hence, the total no. of operators is 184 in this quarter

4.1 The performance has improved in this quarter as compared to the previous quarter in respect of the following parameters:-

- a. BTSs Accumulated downtime (not available for service)
- b. Worst affected BTSs due to downtime
- c. Call Set-up Success Rate (within licensee's own network)
- d. SDCCH/ Paging Chl. Congestion
- e. TCH Congestion
- f. Call Drop Rate
- g. Worst affected cells having more than 3% TCH drop (call drop) rate
- h. Metering and billing credibility - post paid
- i. Metering and billing credibility - pre paid
- j. Resolution of billing/charging/validity complaints
- k. %age of calls answered by the operators (voice to voice) within 60 sec.
- l. %age requests for Termination / Closure of service complied within 7 days
- m. Time taken for refund of deposits after closures

4.2 The performance has deteriorated in this quarter as compared to the previous quarter in respect of the following parameters:-

- a. Connection with good voice quality
- b. Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
- c. Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints
- d. Accessibility of call centre/ customer care

Table 4.2: Parameter wise Performance of Wireless Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Network Availability		
BTSs Accumulated downtime (not available for service) (%age)	≤ 2%	Uninor – Bihar (2.12%)
Worst affected BTSs due to downtime (%age)	≤ 2%	BSNL – Assam (13.57%), Kol (6.46%), PB (2.78%), RJ (7.41%), UP-E (6.40%) MTNL – Delhi (7.12%) Bharti Airtel – NE (4.74%) Dishnet – Assam (5.64%), Bihar (2.75%), NE (13.86%) Sistema –Bihar (2.02%) Uninor –Bihar (2.04%), UP-E (3.89%), UP-W (3.68%)
Connection Establishment (Accessibility)		
Call Set-up Success Rate (within licensee's own network)	≥ 95%	Dishnet – NE (92.26%)
SDCCH/ Paging Chl. Congestion (%age) (Benchmark ≤ 1%)	≤ 1%	BSNL –Assam (1.06%) Bharti Airtel – NE (1.55%) Dishnet – Assam (2.5%), NE (9.06%)
TCH Congestion (%age)	≤ 2%	Bharti Airtel – NE (2.19%) Dishnet – Assam (2.27%), J&K (3.26%), NE (6.53%)
Connection Maintenance (Retainability)		
Call Drop Rate (%age)	≤ 2%	BSNL – Assam (2.29%) Dishnet – J&K (2.18%), NE (2.41%)
Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	≤ 5%	BSNL – AP (5.34%), Assam (11.79%), MH (7.64%), PB (12.48%), RJ (9.9%) Vodafone – UP-E (6.26%) Idea –GJ (6.63%), HP (15.11%), J&K (13.09%), Mumbai (10.43%), MH (10.39%), MP (5.35%), PB (8.63%), RJ (8.21%), TN (7.71%), UP-E (6.33%) Aircel – MH (5.03%) Dishnet – Assam (16.2%), Bihar (11.35%), HP (21.76%), J&K (18.36%), Kol (5.81%), NE (20.4%), OR (13.24%), UP-E (12.92%), WB (16.43%) Uninor – UP-E (6.15%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Connection with good voice quality	$\geq 95\%$	Dishnet - Assam (90.01%), Bihar (93.86%), HP (94.25%), J&K (90.37%), NE (91.77%), WB (93.96%)
Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	$\leq 0.5\%$	BSNL - GJ (1.67), HP (5.67), Kol (7), Orissa (1), UP-W (1) MTNL - Delhi (4.67) Bharti Airtel - Chennai (0.67), NE (0.67) TTSL (CDMA) - AP (1.67) Idea - Assam (1.33), J&K (0.67), Kol (1.67), MH (2), UP-E (0.67), WB (1) Aircel - AP (1), KR (1), TN (0.67) Dishnet - Bihar (3), HP (6.33), J&K (4), Kol (1.33), NE (1), OR (4.67), WB (5.67) STel - Bihar (1.67) Uninor - AP (1.67), Bihar (9.33), KR (2), KTK (1.67), OR (2), TN (3), UP-E (3), UP-W (3.67)
Metering and Billing		
Metering and billing credibility - post paid	$\leq 0.1\%$	TTSL (GSM) - KR (0.12%), MH (0.19%) Idea - Bihar (0.13%), Kol (1.39%), MH (0.51%), WB (1.95%) Aircel - AP (0.20%), Chennai (0.48%), Delhi (0.5%), KR (4.8%), Mumbai (0.7%), MH (0.3%) Dishnet -Kolkata (1.3%), WB (0.4%) Vodafone - Assam (0.3%), J&K (0.12%), MH (0.12%), MP (0.22%), NE (0.29%), Orissa (0.14%), RJ (0.12%), TN (0.14%)
Metering and billing credibility - pre paid	$\leq 0.1\%$	BSNL - RJ (0.27%) Bharti Airtel - Kol (0.32%), WB (0.2%) Idea - MH (0.12%) Aircel - AP (0.3%) Dishnet - HP (0.8%), Kolkata (0.4%), UP-E (0.3%), WB (0.2%) Sistema - Delhi (0.53%), HR (0.15%) STel - HP (0.12%) Uninor -AP (1.6%), Bihar (1.9%), KR (1.7%), KTK (1.8%), Orissa (3.8%), TN (0.6%), UP-E (1.7%), UP-W (1.6%)
Resolution of billing/charging/validity complaints	100% within 4 weeks	BSNL - Assam (97.4%) Tata Tele. (CDMA) - Delhi (94%), Kol (98%), KR (98%) Aircel - Chennai (97.7%)

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		Uninor –Orissa (98%), UP-E (65.4%)
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	Tata Tele. (CDMA) – Mumbai (90.4%) Vodafone –RJ (98%)
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	<p>BSNL – Kolkata (93%), PB (88%) Bharti Airtel – Bihar (93.5%), J&K (64.8%), WB (92%) RCOM (CDMA) – Kol (92%), Mumbai (83%), MH (60%), MP (86%), , UP-E (83%), WB (92%) RCOM (GSM) – AP (91%), Mumbai (83%), MH (71%), RJ (77%), UP-E (42%) RTL - Assam (23%), Bihar (41%), HP (93%), Kol (68%), MP (46%), NE (17%), Orissa (45%), WB (68%) Tata Tele. (GSM) – AP (77%), Bihar (83%), GJ (91%), HR (89%), Kol (94%), KR (94%), KTK (88%), MP (89%), Orissa (89%), PB (87%), TN (91%), UP-E (83%), UP-W (94%), WB (91%) Idea – Bihar (86.7%), NE (70.5%), RJ (85.3%) HFCL – PB (92%) Sistema – KR (90%) STel – Bihar (93%) Uninor – AP (82%), Bihar (81.3%), KTK (87.2%), TN (80.5%), UP-E (79.8%), UP-W (84.6%)</p>
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	<p>BSNL – HR (89%) Bharti Airtel – Assam (86.3%), KR (88.4%), NE (62.1%), UP-E (77.1%), UP-W (83.4%) RCOM (CDMA) – AP (84.6%), Chennai (88.3%), GJ (88.9%), HR (89.3%), KTK (82.5%), MH (86.4%), TN (87.6%), UP-E (79.9%), UP-W (87.2%) RCOM (GSM) – AP (43.8%), Delhi (88.2%), HR (75.5%), J&K (77.9%), KR (88%), KTK (70.4%), Mumbai (83.8%), PB (76.7%), RJ (62.6%), TN (84.2%), UP-E (70.3%), UP-W (84.7%) RTL – Kol (79%), MP (62.1%), Orissa (70.8%), WB (16%) Tata Tele.(CDMA) – MP (88%) Tata Tele.(GSM) – AP (56%), Bihar</p>

Parameters	Benchmark	Service Providers not meeting the Benchmarks
		(61%), GJ (76%), HR (78%), Kol (87%), KTK (85%), MP (82%), Orissa (72%), PB (72%), TN (88%), UP-E (62%), UP-W (85%), WB (77%) Idea -Delhi (82.7%), GJ (78.2%), HP (83.5%), J&K (53.1%) Vodafone - UP-W (87%) Aircel - AP (86%), Chennai (50%), Mumbai (52%), MH (72%), TN (63%) Dishnet - Assam (89%), Bihar (54%), HP (66%), J&K (60%), NE (88%), Orissa (63%), UP-W (82%), WB (48%) Sistema - KR (84%) Uninor - Bihar (88.9%), UP-E (65.4%), UP-W (78%)
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	Vodafone - AP (96%), Kol (92%), UP-E (97%) WB (95%) Idea - Bihar (89.8%), TN (92.1%) Aircel - AP (85%)
Time taken for refund of deposits after closures	100% within 60 days	MTNL - Mumbai (After 90 days) Vodafone - Mumbai (96.9%) Idea - Mumbai (98.4%), MH (45.6%), Orissa (74.3%)

4.3 The detailed table on Service Provider wise performance of Qos parameters for Wireless Services is available at Annexure-4.1.

Section B: Quality of Service Performance of Wireline Service Providers

Table 4.3: QoS Summary - Wireline Service

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December 2009		March, 2010	
			Out of 88 In Nos	Out of 88 In %age	Out of 88 In Nos	Out of 88 In %age
(i)	Fault incidences per 100 subs/month	≤ 5	14	15.91%	12	13.64%
(ii) a	% Fault repaired by next working day	≥ 90%	21	23.86%	6	6.82%
(ii) b	% Fault repaired within 3 days (for urban areas)	≥ 100%	57	64.77%	36	40.91%
(ii) c	% Fault repaired within 5 days (for rural & hilly areas)	≥ 100%	35	39.77%	20	22.73%
(iii)	MTTR	<8Hrs	29	32.95%	10	11.36%
(iv) a	Call Completion Rate (in local network)	≥ 55%	3 (out of 68 Licensees)	4.41%	2 (out of 62 Licensees *)	3.23%
(iv) b	Answer to Seizure Ratio (ASR)	≥ 75 %	0 (out of 20 Licensees)	0.00%	0 (out of 54 Licensees **)	0.00%
(v)	Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark)	≤ 0.5%	14	15.91%	9	10.23%
(vi)	Metering & billing credibility – Post-paid	≤ 0.1%	2	2.27%	4	4.55%
(vii)	Metering & billing credibility – Pre-paid #	≤ 0.1%	-	-	-	-
(viii)	Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	13	13.64%	3	3.41%
(ix)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	2	2.27%	2	2.27%
(x)	Response time to the customer for assistance					
(x) a	Accessibility of call centre/ customer care	≥ 95%	18	20.45%	12	13.64%

S. No.	Parameters	Benchmark	No. of operators not meeting the benchmarks			
			December 2009		March, 2010	
			Out of 88 In Nos	Out of 88 In %age	Out of 88 In Nos	Out of 88 In %age
(x) b	%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	7	7.95%	4	4.55%
(xi)	Termination / closure of service	100% within 7 days	24	27.27%	14	15.91%
(xii)	Time taken for refund of deposits after closures	100% within 60 days	1	1.14%	0	0.00%

NOTE : 1) * 62 Licensees have reported the data for Call Completion Rate (CCR) ;
2) ** 54 Licensees have reported the data for Answer to Seizure Ratio (ASR) in this quarter
3) # None of the SPs have reported for the parameter “Metering and billing credibility - pre paid”
4) M/s TTSL is providing the Basic Service through PRI Lines given to the Corporate and not providing the individual / residential connections, in Assam, J&K and North East Circles.

4.4 The performance has improved as compared to the previous quarter, in respect of all the parameters except for the parameter “Metering and billing credibility - post paid”.

4.5 The performance of the Basic Telephone Service (Wireline) Service Providers is at same level as compared to the previous quarter in respect of the parameter of “Answer to Seizure Ratio (ASR)” and “Period of applying credit/waiver/adjustment to customer’s account from the date of resolution of complaints”.

Table 4.4: Parameter wise QoS of Wireline Service Providers

Parameters	Benchmark	Service Providers not meeting the Benchmarks
Fault incidences per 100 subs/month	≤ 5	BSNL – Assam (5.18), Chattisgarh (6.41), J&K (7.51), HP (7.48), MH (6.07), PB (6.58), Uttaranchal (5.67), UP-W (5.24), WB (5.43) MTNL – Delhi (7.29), Mumbai (5.14) Bharti Airtel – MP (9.10)
% Fault repaired by next working day	≥ 90%	BSNL – HP (81.25%), J&K (78.45%), Kolkata (88.94%), Kerala (88%), NE-I (88.17%) MTNL – Delhi (82.42%)
% Fault repaired within 3 days * Corrected Data as on 06-08-2010	≥ 100%	BSNL – AP (97.14%), Bihar (94.65%), CHN (98.45%), Chattisgarh (98.37%), GJ (98.81%), J&K (85.73%), HP (98.43%), Kolkata (98.45%), Kerala (96.17%), KTK (96.42%), MH (94.59%), NE-I (98.05%), NE-II (97.88%), PB (97.81%), OR (98.32%), UP-E (97.69%), Uttaranchal (97.78%), WB (97.29%) MTNL – Delhi (90.5%), Mumbai (97.35%) Bharti Airtel – MH (98.43%), MP (96.31%), Mumbai (98.32%) HFCL – PB (98.3%)
% Fault repaired within 5 days	≥ 100%	BSNL – Bihar (89.79%), Chennai (98.72%), GJ (98.86%), HP (98.21%), J&K (92.37%), Kerala (95.63%), OR (97.76%), Uttaranchal (98.12%)
MTTR	<8Hrs	BSNL – AP (11.56 hrs.), J&K (8.10 hrs.), Kerala (11.56 hrs.), MH (8.65 hrs.), NE-I (28.45 hrs.), PB (8.81 hrs.), WB (10.2 hrs.) MTNL – Delhi (10.31 hrs.), Mumbai (10.78 hrs.) Bharti Airtel – MP (9.09 hrs.)
Call Completion Rate (in local network)	≥ 55%	BSNL –J&K (52.41%) MTNL – Delhi (53.26%)
Answer to Seizure Ratio (ASR)	≥ 75 %	RCOM has met this parameter
Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	≤ 0.5%	BSNL – GJ (2), HP (6), Kolkata (7), OR (0.7), UP-W (1) Bharti Airtel – Delhi (1), KTK (1), MP (0.7) Tata Tele. – AP (1)
Metering & billing credibility – Post-paid	≤ 0.1%	MTNL – Delhi (0.12%) Tata Tele. – AP, MP (0.14%), UP-W (0.19%)
Metering & billing credibility – Pre-paid #	≤ 0.1%	-

Resolution of billing/charging/validity complaints	100% within 4 weeks	MTNL – Delhi (90.12%) Bharti Airtel – GJ (98.4%) Tata Tele. – Delhi (96.88%)
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	Tata Tele. – Mumbai (84.25%) Bharti Airtel – TN (98.61%)
Response time to the customer for assistance		
Accessibility of call centre/ customer care	≥ 95%	BSNL – Assam (86.76%), Bihar (93.75%), KTK (88.32%), MH (42.8%), NE-II (84.25%), TN (86.74%), UP-E (90.89%), WB (76.46%) MTNL – Mumbai (89.85%) Tata Tele. – AP (94.42%), KTK (91.79%) HFCL – PB (91%)
%age of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	BSNL – HR (85.97%) Tata Tele. – AP (88.78%), KTK (85.88%)
Termination / closure of service		
%age requests for Termination / Closure of service complied within 7 days	100% within 7 days	BSNL – AP (90.61%), MH (98.68%) MTNL – Mumbai (91.08%)
Time taken for refund of deposits after closures	100% within 60 days	All the Licensees have met this benchmark

NOTE : # None of the SPs have reported for the Parameter "Metering and billing credibility - pre paid"

4.6 Detailed table containing QOS parameters for all the Wireline Service Providers is given in Annexure-4.2.

Section C: Quality of Service Performance of Dial-up/ Broadband Service

A. Dial-up service

4.7 Out of 164 Dial-up Service providers, based on the subscriber base, this report covers only top 12 Service providers.

Table 4.5: Performance on ISPs Quality of Service

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service Activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
		6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days
1	BHARAT SANCHAR NIGAM LTD.	0-4 hrs	16-30 Sec	NA	NA	NA	Nil	0.01	0-4 hrs
2	MAHANAGAR TELEPHONE NIGAM LTD, Delhi	Instantaneous	30 Sec	99.76%	99.99%	-	Nil	0.01	5 Min
	MAHANAGAR TELEPHONE NIGAM LTD, Mumbai	Immediate	26 Sec	100.00%	-	-	Nil	0.005	15 Min
3	BHARTI AIRTEL LTD.	Online	30-40 Sec	99.80%	100.00%	100.00%	<0.015	<0.01	3.08 Min
4	RELIANCE COMM. INFRASTRUCTURE LTD	Online	<20 Sec	98.00%	100.00%	-	Nil	NA	<8 hrs
5	TATA COMMUNICATIONS	Online	30Sec	80%	90%	99%	5 Min	0.01	1.24 hrs
6	DATA INFOSYS LTD.	2-3 Min	20-25 Sec	95.00%	97.00%	99.00%	30 Min	0.01	15 Min
7	SIFY LTD.	3 Min	30 Sec	90.00%	95.00%	99.00%	20 Min	0.005	NA

Sr. No.	Name of the Service Provider	Dial-up access							Mean time to Restore of faults resulting as per subscriber complaints
		Service activation time	Service Accessibility					GOS on the link connecting to PSTN node to ISP	
			Time to Access	Probability of accessing the ISP node (%)			ISP node unavailability in a month		
				1st Attempt	2nd Attempt	3rd Attempt			
6 hrs	30 Sec	80.00%	90.00%	99.00%	30 Min	1 in 100	3 days		
9	HFCL INFOTEL LTD.	NA	immediate	99.00%	100%	-	NA	0.005	2.41 hrs
10	TATA TELESERVICES (MH) LTD.	NA	immediate	99.00%	100.00%	-	Nil	0.001	6.86 hrs.
11	HCL INFINET LTD.	4 Min	24 Sec	99.30%	99.10%	99.10%	22 Min	0.002	17-19 hrs
12	BROADBAND PACENET (I)PVT.LTD.	2-4 hrs	30Min-4hrs	75.00%	80.00%	95.00%	NA	NA	30 Min-2hrs

Note:

NA= Data not available



Not meeting the benchmark

Service Activation Time

4.8 HFCL Infotel Ltd and Tata Teleservices Ltd. have not provided the data. All other ISPs have met the TRAI benchmark of 6 hrs.

Time to Access

4.9 All the ISPs except M/s Bharti Airtel Ltd. and M/s Broadband Pacenet (I) Pvt. Ltd., have met the TRAI benchmark of 30 sec.

Probability of Accessing the ISP Node

4.10 BSNL has not provided the data. All other Internet Service Operators except Broadband Pacenet (I) Pvt Ltd have met this benchmark of 80% for first attempt, 90% for second attempt and 99% for third attempt in this quarter.

ISP Node unavailability

4.11 ISP Nodes unavailability should not exceed 30 minutes in a month. HFCL Infotel Ltd and Broadband Pacenet (I) Pvt Ltd have not provided the data. All the other ISPs have met the TRAI benchmark.

Grade of Service

4.12 ISPs are required to maintain the Grade of Service on the link connecting PSTN Node to the ISP Node as 1 in 100. Reliance Comm. Infrastructure Ltd and Broadband Pacenet (I) Pvt. Ltd have not provided data. All other ISPs have maintained the Grade of Service.

Mean Time to Restore (MTTR)

4.13 ISPs are required to rectify 90% of faults resulting due to subscriber complaint within 24 hours and 99% within three days. Sify Ltd has not provided data. All the other Operators have met this benchmark.

B. Broadband Service

4.14 Out of 103 Broadband Service providers, 19 Service Providers are having subscriber base > 10,000 and these 19 Service providers share the 98.73% of total subscriber base. This report covers performance of 15 out of these 19 broadband Service Providers. Four service providers i.e. Spectranet Limited, Ankhnet Informations Pvt Ltd, Tikona Digital Networks Pvt. Ltd. and D-Vois Broadband Pvt. Ltd. (newly added service provider), have not submitted the report.

Table 4.6: Parameter-wise status of QoS benchmarks for Broadband service

Sl. No.	Parameters	Benchmarks	Name of Service Provider not Meeting the Benchmark
1	Service Provisioning/ Activation Time	100% in =< 15 working days	<p>BSNL:- AP(95.00%), Assam (99.40%), HP(98.50%), J&K(99.90%), Jharkhand(99.80%), MH(99.50%), WB(99.10%)</p> <p>MTNL:- - Delhi (96.15%), Mumbai (94.93%)</p> <p>Tata Communications: East(99.00%), South 1(99.00%), South 2(99.00%), West 1 (90.00%)</p> <p>Syscon Infoway – Mumbai & MH(95.00%)</p>
2	Faults Repair /Restoration Time		
	% of faults repaired by next working day	>90%	<p>BSNL:- Jharkhand(78.70%), A&N(85.90%)</p> <p>MTNL:- Delhi (60.39%), Mumbai (83.51%)</p> <p>You Telecom: AP(88.00%)</p>
	% of faults repaired within 3 working day	=>99%	<p>BSNL:- Assam(86.30%), Bihar(98.20%), HP(90.00%), Jharkhand(88.20%), WB(95.20%)</p> <p>MTNL:- Delhi (79.70%), Mumbai (92.26%)</p> <p>Bharti Airtel:- MP&CG (98.00%), MH(98.90%), Mumbai(97.60%)</p> <p>You Telecom India Pvt Ltd.: AP(98.00%), Guj(98.00%)</p>
3	Billing Performance		
	% of bills disputed	(benchmark <2%)	BSNL:- Jharkhand(3.60%)
	%age of billing complaints resolved within 4 weeks	100% within 4 weeks	<p>BSNL:- AP(97.40%), Assam(99.90%), HP(98.60%), TN(99.90%)</p> <p>MTNL : Delhi(95.17%)</p>
	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	<p>BSNL- HP(97.40%)</p> <p>Bharti Airtel- MP&CG(98.33%), MH(91.67%), Mumbai(89.00%)</p> <p>You Telecom: All India (96.00%), AP (90.00%), Guj(99.00%), KTK (99.00%), MH(90.00%), TN(99.00%)</p>
4	Response Time to the Customer for assistance		
	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	Beam Cables- Hyd(60.00%)

	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	MTNL- Mumbai(69.01%) Beam Cables- Hyd(77.66%)
5	Bandwidth utilisation/throughput		
	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		Bharti Airtel: AP(3 Link), HR(1 Link), KTK(24Link), Kol(1Link), MP&CG (4 Link), Raj(3 Link), TN(5 Link) Alliance: Kolkata (7 Links)
	%age of international bandwidth utilization during peak hours (TCBH) (Enclose MRTG <90%)	(Benchmark <90%)	Beam Cables- Hyd (98.00%) Syscon Infoway- Mumbai & MH(98.00%)
6	Service availability /uptime (for all users) in %age	>98%	BSNL: Jharkhand(96.10%) WB(94.10%) Tata Communications: South 2 (97.83%), South 4 (97.83%) Ortel : Orissa (96.93%)
7.	Packet loss (for wired broadband access) in %age	Benchmark <1%	Hathway- Delhi(1.00%), HR(1.00%), UP(1.00%) Alliance- Kolkata (1.00%)

Detailed table containing QoS parameters for all the Broadband Service Providers is given in Annexure-4.3.

Chapter 5: Performance of Cable TV, DTH and Radio Broadcasting Services

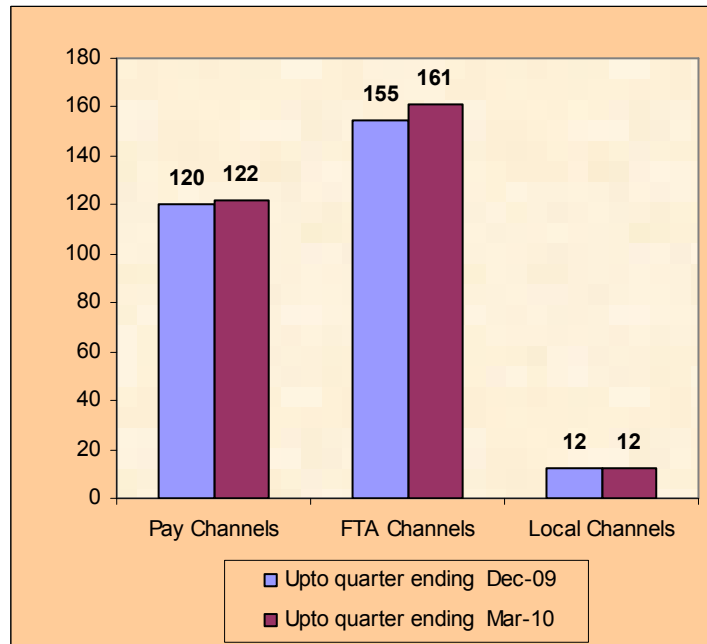
Table 5.1: Key Parameters

S.No	Parameter	Dec-09	Mar-10
1	Number of Broadcasters/ Distributors	23	24
2	Number of channels registered with Ministry of I&B	485	503
3	Total Number of Pay Channels reported by Broadcasters/ Distributors	142	147
4	Maximum number of Pay TV Channels carried by certain cable operator	120	122
5	Maximum number of Free to Air (FTA) TV Channels carried by certain cable operator	155	161
6	Private FM Radio stations in operation	248	248
7	Private DTH Operators	6	6
8	Licenseses of community radio stations	88	100
9	Operational community radio station	50	57
10	Teleport Service Providers in operation	61	62
11	Number of Set top boxes in (Delhi , Mumbai, Kolkata and Chennai)	7,45,953	7,62,238

Cable TV Services

5.1 Chart 5.1 depicts the maximum number of Free-to-Air (FTA) channels, Pay channels and local channels being carried by the Multi System Operators (MSOs) in their network across the country. This is based on the reports received from some of the major service providers regarding the number of channels being carried by them in their networks analogue and/or in digital form. These channels have been reported across different networks of the service providers having different combinations of pay, FTA and Local channels in their network.

Chart 5.1: Maximum number of TV Channels being carried by certain Cable operators in their networks

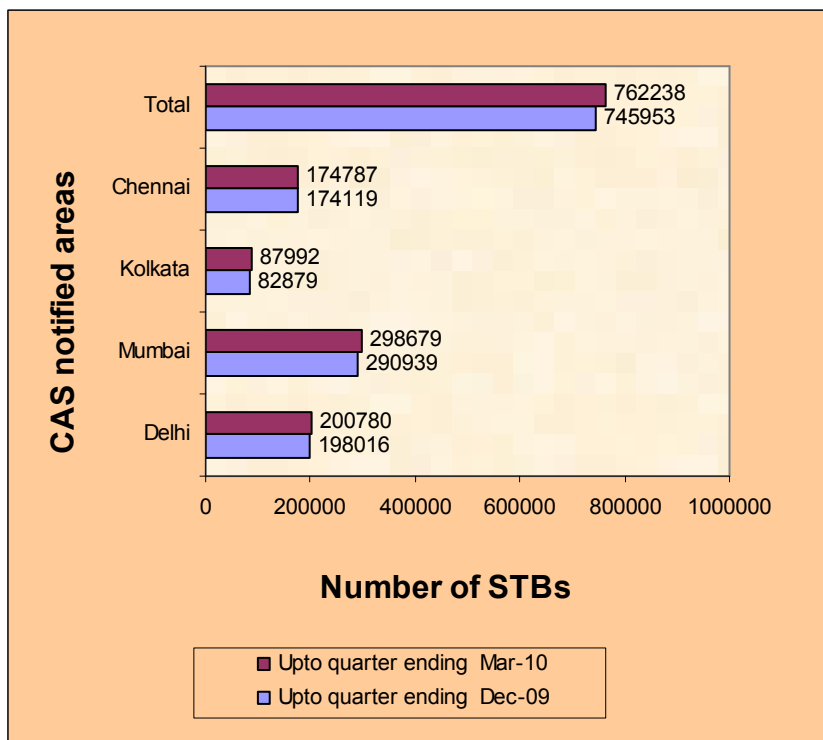


5.2 The maximum number of FTA and Pay Channels reportedly being carried in the cable networks are 161 and 122 respectively in this quarter. However, these numbers relate to different networks and hence cannot be added for arriving at the total number of channels.

5.3 Maximum number of TV channels being carried by any of the reported MSOs is 259, whereas in conventional analogue form, the maximum number of channels being carried by the reported MSOs is 100 channels.

5.4 At the end of the quarter Dec-09, there were 7,45,953 number of set top boxes (STBs) installed in the CAS notified areas of Delhi, Mumbai, Kolkata and Chennai. This has increased to 7,62,238 at the end of Mar-10.

Chart 5.2 : Set Top Boxes (STBs)



Satellite TV Channels

5.5 At the end of Mar-10, Total Number of channels registered with Ministry of I&B is 503. There are reportedly 147 pay TV channels in existence. These 147 pay TV channels are being broadcasted/ distributed by 24 broadcasters or their distributors. The list of broadcasters/distributors of pay TV channels alongwith the reported rates of pay channels for Non-CAS areas is at Annexure-5.1.

5.6 In the quarter ending Mar-10, 3 new pay channels were launched and 2 channels were converted from FTA to pay by the broadcasters. The details of new pay channels and converted channels from FTA to Pay are as under :-

S.No	Name of the Broadcaster	Name of the channel	Status (New /Converted)
1	M/s Zee Turner Limited	Zee Salaam	New pay channel
2	M/s MSM Discovery India Private Limited	Discovery Science	New pay channel
3	M/s MSM Discovery India Private Limited	Discovery Turbo	New pay channel
4	M/s Asianet Communications Limited	Asianet	Converted from FTA to Pay channel
5	M/s Asianet Communications Limited	Asianet Plus	Converted from FTA to Pay channel

5.7 During the quarter, M/s Channel Plus (Now Sun Distribution Services) has reported an increase of 7% in the rates of all their channels for Non-CAS areas in pursuance of the tariff amendment order namely the Telecommunication (Broadcasting and Cable) Services (Second) Tariff (Ninth Amendment) Order, 2008 for Non-CAS areas. The aim of this tariff amendment order was to provide inflation linked adjustments of 7% in the rates of channels for cable TV services.

5.8 During the quarter, the distribution of following 11 channels have been changed / shifted :-

S.No	Name of the channel	Distributed earlier	Distributed now
1	Zee Sports	M/s Zee Turner Limited	M/s Taj Television India Private Limited
2	Ten Sports	M/s Zee Turner Limited	M/s Taj Television India Private Limited
3	The Disney Channel	M/s Star Den Media Services Private Limited	M/s SUN Distribution Services
4	Disney XD	M/s Star Den Media Services Private Limited	M/s SUN Distribution Services
5	Hangama TV	M/s Star Den Media Services Private Limited	M/s SUN Distribution Services
6	FX	M/s Fox Channels India (P) Limited	M/s Star Den Media Services Private Limited
7	FOX CRIME	M/s Fox Channels India (P) Limited	M/s Star Den Media Services Private Limited
8	BABY TV	M/s Fox Channels India (P) Limited	M/s Star Den Media Services Private Limited
9	Nat Geo	M/s Fox Channels India (P)	M/s Star Den Media

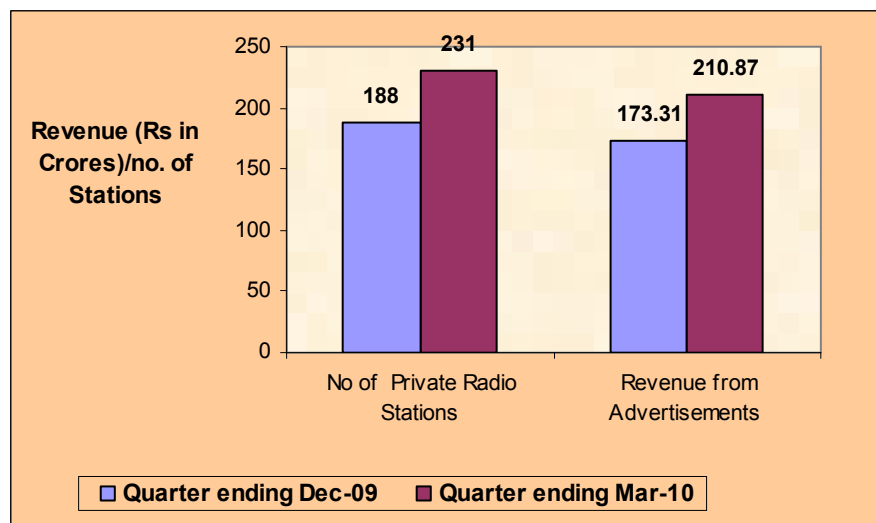
S.No	Name of the channel	Distributed earlier	Distributed now
	Wild	Limited	Services Private Limited
10	Nat Geo Adventure	M/s Fox Channels India (P) Limited	M/s Star Den Media Services Private Limited
11	Nat GEO Music	M/s Fox Channels India (P) Limited	M/s Star Den Media Services Private Limited

FM Radio Services

5.9 Apart from All India Radio, there were 248 FM Radio station in operation as on as on 31st December 2009. No new private FM radio station came into operation during the quarter. The list of 248 FM Radio stations is at Annexure-5.2.

5.10 31 FM Radio Service Providers have reported revenue from Advertisement in respect of 231 Radio Stations and that amounts to Rs. 210.87 Crores. In the previous quarter Rs. 173.31 crores were reported as the Advertisment revenue by 32 FM Service Providers in respect of 188 radio stations. However, the details do not pertain to the same set of service providers.

Chart 5.3: Comparative position of Revenue from FM Radio Stations



Community Radio

5.11 At the quarter ending Dec-09, out of 88 licensees of community radio stations, 50 stations were in operation. In the quarter ending Mar-10, 12 licenses were issued. Now, out of 100 licensees, 57 stations are in operation.

Table 5.2: Status of applications for community radio station licenses received from Ministry of Information and Broadcasting upto the end of March, 2010

	As on 31.3.2010
Total No. of Applications Received	659
No of Licenses issued	100
No of Letters of Intent Issued	219
No of Applications rejected	87
No of stations operational	57

Source: Ministry of Information & Broadcasting

DTH Services

5.12 Besides the free DTH service of Doordarshan, there are 6 private DTH licensees.

5.13 All the six private licensees are offering pay DTH services to the consumers as on 31.3.2010. Total number of reported registered subscribers is 21.3 million. The list of DTH licensees is at Annexure-5.3.

Teleport Service

5.14 Upto quarter ending Dec-09, there were 61 Teleport Service Providers in operation in India. 1 new licenses were issued in this quarter, taking the number of Teleport Service providers to 62. A list of the stations is at Annexure-5.4.

Annexures

Annexure 1.1: Licensed Cellular (GSM & CDMA) Service Providers

SL NO	Service Provider	Area for which licensed with No.	UASL	CMTS
1	Bharti	All India (22)	All India except NE	North East
2	Aircel Group	All India (23)	All India except Chennai & TN	Chennai & Tamil Nadu
3	Reliance Gommunications	All India (except Assam & NE) (20)	All	
4	Reliance Telecom	Kolkata, MP, WB, HP, Bihar, OR, Assam & NE (8)	All	
5	Vodafone	All India (23)	All	
6	Tata Teleservices	All India (22)	All	
7	IDEA	All India (22)	Mumbai, Chennai & TN, Kol, KTK, Pb, WB, Bihar, OR, Assam, NE & J&K	Delhi, Mah., Guj., AP, Kerala, Haryana, UP-W, UP-E, Raj., MP, HP
8	Sistema Shyam Telelink	All India (22)	All	
9	BSNL	All India (except Delhi & Mumbai) 21		All
10	MTNL	Delhi & Mumbai (2)		All
11	Loop Telecom Private Ltd	All India (22)	All except Mumbai	Mumbai
12	Unitech Group	All India (22)	All	
13	Videocon Telecommunications Ltd.	All India except Pb (21)	All	
14	M/s Etisalat DB Telecom Pvt. Ltd & M/s Allianz Private Ltd	Delhi, Mumbai, Mah, Guj, AP, Ktk, Chennai & TN, KR, Punjab, HR, UP (W), UP (E) , Raj, MP & Bihar (15)	All	
15	Spice Communications	Delhi, Mah, AP, KTK, Punjab, Har (6)	All	
16	S Tel Ltd	HP, Bihar, Orissa, Assam, NE, J&K (6)	All	
17	HFCL	Punjab (1)	Punjab	

Source: DoT and Service providers

UASLs	241
CMTSs	38
Total	279

Annexure 1.2: Wireless Subscriber Base

Service Area	Vodafone (GSM)		Bharti (GSM)		Idea (GSM)		Aircel/Dishnet (GSM)		Reliance (GSM)	
	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10
Andhra Pradesh	5,308,228	5,816,985	12,145,100	12,994,687	6,020,680	6,329,768	654,782	975,622	1,327,600	1,824,941
Assam	616,994	806,624	2,139,327	2,405,418	42,757	82,932	2,208,292	2,521,187	1,595,535	1,712,589
Bihar	2,598,473	3,171,530	10,052,157	11,003,161	2,497,061	3,047,161	2,769,654	3,205,641	3,548,515	3,676,150
Delhi	4,730,533	5,066,868	5,720,165	5,915,225	2,451,843	2,590,843	770,353	1,119,338	1,753,019	2,046,022
Gujarat	9,759,813	10,824,674	5,009,245	5,456,615	4,902,071	5,401,625	-	-	1,834,003	2,400,064
Haryana	2,647,870	2,914,333	1,512,092	1,533,936	1,915,261	2,159,583	-	-	966,236	1,171,687
Himachal Pradesh	149,176	169,632	1,257,497	1,317,893	230,578	265,079	339,961	467,276	807,290	840,246
Jammu & Kashmir	157,202	175,304	1,724,263	1,887,301	11,684	54,415	1,484,090	1,856,598	423,891	495,182
Karnataka	4,678,686	5,167,390	11,822,980	12,643,329	2,321,359	2,632,640	614,756	766,765	1,462,288	2,121,170
Kerala	3,964,795	4,211,260	3,061,391	3,131,680	5,071,417	5,361,123	660,643	1,216,806	695,434	927,082
Kolkata	3,372,057	3,539,014	2,736,884	2,784,299	201,294	553,099	1,086,809	1,252,931	1,368,432	1,627,434
Madhya Pradesh	1,329,163	1,845,230	5,981,125	6,640,488	6,603,298	7,251,972	-	-	3,856,360	4,389,910
Maharashtra	6,478,362	7,172,127	6,460,502	6,628,989	8,924,182	9,356,847	134,657	370,577	2,671,751	3,296,755
Mumbai	4,931,149	5,110,911	2,971,598	3,045,394	1,261,670	1,537,515	668,676	903,357	1,642,730	2,042,312
North East	388,120	488,702	1,306,508	1,432,364	3,144	26,277	1,423,543	1,710,812	492,639	513,223
Orissa	826,548	1,071,216	3,776,610	4,134,100	460,739	601,268	1,414,870	1,700,160	1,756,929	1,905,532
Punjab	2,838,036	3,122,802	4,490,769	4,789,971	3,026,266	3,271,439	-	-	1,176,910	1,441,947
Rajasthan	6,978,674	7,476,607	9,608,004	10,302,531	2,141,326	2,342,491	-	-	1,909,968	2,652,100
Tamil Nadu (incl. Chennai)	8,449,288	9,008,871	10,477,410	10,917,428	600,535	787,849	13,499,396	14,910,238	1,489,571	1,959,891
UP(E)	8,847,424	10,002,619	8,142,972	9,048,192	3,307,374	3,688,675	666,602	901,538	2,808,075	3,638,787
UP(W)	5,819,801	6,403,482	3,600,826	4,040,155	5,306,026	5,848,086	626,143	752,398	2,282,453	2,797,109
West Bengal	6,531,567	7,292,177	4,866,606	5,566,158	311,307	634,001	2,000,770	2,229,930	2,331,990	2,890,084
Total	91,401,959	100,858,358	118,864,031	127,619,314	57,611,872	63,824,688	31,023,997	36,861,174	38,201,619	46,370,217

Annexure 1.2 (contd.)

Service Area	Reliance (CDMA)		Tata (GSM)		Tata (CDMA)		BSNL (GSM)		BSNL (CDMA)	
	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10
Andhra Pradesh	4,943,825	5,143,284	3,346,547	4,072,266	3,285,445	3,312,265	3,989,713	4,227,505	259,892	288,634
Assam	-	-	-	-	74,966	85,381	993,239	1,034,867	106,759	107,055
Bihar	3,321,774	3,360,558	444,832	1,125,009	2,225,993	2,281,878	3,545,030	4,343,954	363,753	397,334
Delhi	3,598,522	3,676,144	-	-	5,203,284	5,240,907	-	-	-	-
Gujarat	3,249,634	3,186,600	-	229,467	1,577,539	1,587,670	2,705,610	2,947,716	256,138	314,708
Haryana	1,249,120	1,284,294	673,846	1,020,902	1,460,880	1,467,127	2,240,732	2,466,994	107,526	106,970
Himachal Pradesh	319,477	330,238	-	4,209	140,850	138,161	1,126,296	1,188,722	86,153	87,373
Jammu & Kashmir	768	813	-	-	120,364	103,177	966,046	872,827	99,044	101,660
Karnataka	3,478,783	3,522,990	3,061,907	4,041,621	1,453,170	1,444,407	3,055,025	3,481,327	428,318	460,506
Kerala	2,511,307	2,465,062	1,285,173	1,470,078	817,863	806,152	3,293,938	3,593,995	571,381	568,182
Kolkata	2,105,980	2,070,824	530,202	805,720	1,580,768	1,589,581	1,720,657	1,795,019	41,897	43,294
Madhya Pradesh	3,923,877	4,024,593	1,581,014	2,249,997	1,397,436	1,387,342	2,835,038	3,294,635	798,697	895,598
Maharashtra	3,685,647	3,829,949	1,785,443	2,467,377	5,262,175	5,397,001	4,076,036	4,447,033	495,888	547,031
Mumbai	3,756,283	3,755,829	1,226,567	1,754,734	2,621,788	2,721,663	-	-	-	-
North East	-	-	-	-	55,297	65,898	830,675	936,441	116,098	136,133
Orissa	786,691	793,413	937,156	1,285,818	680,872	680,336	1,995,735	2,285,999	204,140	220,922
Punjab	1,200,642	1,202,812	356,409	736,140	1,543,958	1,539,186	3,356,918	3,569,819	87,851	94,423
Rajasthan	2,419,024	2,490,341	-	-	2,711,489	2,729,280	3,428,031	4,098,819	335,198	396,608
Tamil Nadu (incl. Chennai)	5,015,218	4,602,612	2,794,275	3,152,084	1,104,290	1,104,113	5,045,324	5,548,266	450,127	462,884
UP(E)	4,773,211	4,962,747	315,028	1,125,124	1,703,773	1,699,799	7,034,600	7,721,939	422,415	477,272
UP(W)	3,387,923	3,473,917	271,949	700,625	2,542,459	2,602,483	2,889,867	3,214,926	264,166	292,931
West Bengal	1,866,288	1,874,908	75,823	667,230	1,078,619	1,050,047	2,102,067	2,234,280	135,196	145,411
Total	55,593,994	56,051,928	18,686,171	26,908,401	38,643,278	39,033,854	57,230,577	63,305,083	5,630,637	6,144,929

Annexure 1.2 (contd.)

Service Area	MTNL (GSM)		MTNL (CDMA)		Sistema (CDMA)		HFCL (GSM)		HFCL (CDMA)		Loop (GSM)	
	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10
Andhra Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Assam	-	-	-	-	-	-	-	-	-	-	-	-
Bihar	-	-	-	-	235,251	296,048	-	-	-	-	-	-
Delhi	2,164,120	2,263,620	141,655	140,768	171,521	239,785	-	-	-	-	-	-
Gujarat	-	-	-	-	-	-	-	-	-	-	-	-
Haryana	-	-	-	-	299	8,573	-	-	-	-	-	-
Himachal Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Jammu & Kashmir	-	-	-	-	-	-	-	-	-	-	-	-
Karnataka	-	-	-	-	103,769	229,451	-	-	-	-	-	-
Kerala	-	-	-	-	155,631	188,993	-	-	-	-	-	-
Kolkata	-	-	-	-	274,611	340,659	-	-	-	-	-	-
Madhya Pradesh	-	-	-	-	-	-	-	-	-	-	-	-
Maharashtra	-	-	-	-	2	2,287	-	-	-	-	-	-
Mumbai	2,401,140	2,520,833	168,998	168,795	4,562	75,958	-	-	-	-	2,649,730	2,844,583
North East	-	-	-	-	-	-	-	-	-	-	-	-
Orissa	-	-	-	-	-	-	-	-	-	-	-	-
Punjab	-	-	-	-	-	-	-	172	341,862	328,146	-	-
Rajasthan	-	-	-	-	1,149,788	1,252,052	-	-	-	-	-	-
Tamil Nadu (incl. Chennai)	-	-	-	-	450,791	560,175	-	-	-	-	-	-
UP(E)	-	-	-	-	-	-	-	-	-	-	-	-
UP(W)	-	-	-	-	-	-	-	-	-	-	-	-
West Bengal	-	-	-	-	440,842	581,163	-	-	-	-	-	-
Total	4,565,260	4,784,453	310,653	309,563	2,987,067	3,775,144	-	172	341,862	328,146	2,649,730	2,844,583

Annexure 1.2 (contd.)

Service Area	Stel (GSM)		Unitech (GSM)		Videocon (GSM)		Etisalat (GSM)		Total		
	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Net Additions
Andhra Pradesh	-	-	157,065	638,758	-	-	-	49	41,438,877	45,624,764	4,185,887
Assam	-	-	-	-	-	-	-	-	7,777,869	8,756,053	978,184
Bihar	57,409	470,413	127,261	594,414	-	-	-	-	31,787,163	36,973,251	5,186,088
Delhi	-	-	-	-	-	-	-	70	26,705,015	28,299,590	1,594,575
Gujarat	-	-	-	-	-	-	-	10	29,294,053	32,349,149	3,055,096
Haryana	-	-	-	-	-	400	-	-	12,773,862	14,134,799	1,360,937
Himachal Pradesh	16,327	176,544	-	-	-	-	-	-	4,473,605	4,985,373	511,768
Jammu & Kashmir	-	-	-	-	-	-	-	-	4,987,352	5,547,277	559,925
Karnataka	-	-	264,141	621,091	-	-	-	44	32,745,182	37,132,731	4,387,549
Kerala	-	-	90,210	254,158	-	-	-	50	22,179,183	24,194,621	2,015,438
Kolkata	-	-	-	-	-	-	-	-	15,019,591	16,401,874	1,382,283
Madhya Pradesh	-	-	-	-	-	-	-	-	28,306,008	31,979,765	3,673,757
Maharashtra	-	-	-	-	-	-	-	8	39,974,645	43,515,981	3,541,336
Mumbai	-	-	-	-	-	-	-	-	24,304,891	26,481,884	2,176,993
North East	-	-	-	-	-	-	-	-	4,616,024	5,309,850	693,826
Orissa	67,675	359,870	44,071	233,093	-	-	-	-	12,952,036	15,271,727	2,319,691
Punjab	-	-	-	-	-	-	-	33	18,419,621	20,096,890	1,677,269
Rajasthan	-	-	-	-	-	-	-	50	30,681,502	33,740,879	3,059,377
Tamil Nadu (incl. Chennai)	-	-	202,032	636,523	-	31,778	-	-	49,578,257	53,682,712	4,104,455
UP(E)	-	-	172,288	765,256	-	-	-	40	38,193,762	44,031,988	5,838,226
UP(W)	-	-	151,062	520,743	-	-	-	-	27,142,675	30,646,855	3,504,180
West Bengal	-	-	-	-	-	-	-	-	21,741,075	25,165,389	3,424,314
Total	141,411	1,006,827	1,208,130	4,264,036	-	32,178	-	354	525,092,248	584,323,402	59,231,154

Annexure 1.3: Wireline Subscriber Base

Service Area	Bharti		Reliance		HFCL		Sistema		Tata	
	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10
Andhra Pradesh	116,231	117,254	83,751	83,476	-	-	-	-	154,130	153,648
Assam	-	-	-	-	-	-	-	-	184	614
Bihar	-	-	2,821	3,105	-	-	-	-	5,263	6,660
Delhi	923,248	955,591	171,181	172,460	-	-	-	-	41,541	45,324
Gujarat	45,430	47,124	113,981	115,498	-	-	-	-	49,475	53,203
Haryana	22,079	22,207	3,671	3,246	-	-	-	-	9,108	10,319
Himachal Pradesh	-	-	3,378	3,365	-	-	-	-	1,089	1,253
Jammu & Kashmir	-	-	8	8	-	-	-	-	42	59
Karnataka	459,023	467,157	100,234	100,024	-	-	-	-	105,307	106,956
Kerala	51,531	51,808	53,868	53,448	-	-	-	-	9,124	9,641
Kolkata	72,281	75,992	93,732	93,959	-	-	-	-	20,774	22,562
Madhya Pradesh	304,267	305,610	32,270	32,491	-	-	-	-	3,080	3,750
Maharashtra	59,156	61,472	78,308	81,220	-	-	-	-	156,195	170,093
Mumbai	296,524	305,901	181,343	190,367	-	-	-	-	467,192	489,963
North East	-	-	-	-	-	-	-	-	71	83
Orissa	-	-	3,313	3,385	-	-	-	-	4,510	5,183
Punjab	94,273	96,148	41,175	40,367	168,761	173,407	-	-	11,033	12,103
Rajasthan	35,480	36,258	21,753	21,568	-	-	51,686	49,416	3,541	3,942
Tamil Nadu (incl. Chennai)	441,956	454,662	134,541	136,481	-	-	-	-	47,967	51,563
U.P.(E)	44,035	46,404	34,163	34,107	-	-	-	-	7,468	8,391
U.P.(W)	23,032	23,271	8,147	7,152	-	-	-	-	4,291	4,785
West Bengal	-	-	3,155	1,685	-	-	-	-	1,787	2,181
Total	2,988,546	3,066,859	1,164,793	1,177,412	168,761	173,407	51,686	49,416	1,103,172	1,162,276

Annexure 1.3 (contd.)

Service Area	MTNL		BSNL		Total		
	Dec-09	Mar-10	Dec-09	Mar-10	Dec-09	Mar-10	Net Additions
Andhra Pradesh	-	-	2,101,314	2,107,406	2,455,426	2,461,784	6,358
Assam	-	-	328,418	307,725	328,602	308,339	(20,263)
Bihar	-	-	1,373,755	1,373,578	1,381,839	1,383,343	1,504
Delhi	1,536,072	1,537,460	-	-	2,672,042	2,710,835	38,793
Gujarat	-	-	1,862,850	1,865,968	2,071,736	2,081,793	10,057
Haryana	-	-	780,165	786,644	815,023	822,416	7,393
Himachal Pradesh	-	-	353,883	353,228	358,350	357,846	(504)
Jammu & Kashmir	-	-	229,275	232,013	229,325	232,080	2,755
Karnataka	-	-	2,090,698	2,101,485	2,755,262	2,775,622	20,360
Kerala	-	-	3,397,562	3,345,461	3,512,085	3,460,358	(51,727)
Kolkata	-	-	1,339,063	1,270,929	1,525,850	1,463,442	(62,408)
Madhya Pradesh	-	-	1,242,805	1,229,412	1,582,422	1,571,263	(11,159)
Maharashtra	-	-	2,746,902	2,696,924	3,040,561	3,009,709	(30,852)
Mumbai	1,955,172	1,959,294	-	-	2,900,231	2,945,525	45,294
North East	-	-	326,158	326,289	326,229	326,372	143
Orissa	-	-	606,741	604,844	614,564	613,412	(1,152)
Punjab	-	-	1,296,538	1,281,984	1,611,780	1,604,009	(7,771)
Rajasthan	-	-	1,426,997	1,414,030	1,539,457	1,525,214	(14,243)
Tamil Nadu (incl. Chennai)	-	-	2,968,140	2,930,310	3,592,604	3,573,016	(19,588)
U.P.(E)	-	-	1,404,527	1,409,511	1,490,193	1,498,413	8,220
U.P.(W)	-	-	1,287,311	1,290,869	1,322,781	1,326,077	3,296
West Bengal	-	-	932,837	901,950	937,779	905,816	(31,963)
Total	3,491,244	3,496,754	28,095,939	27,830,560	37,064,141	36,956,684	(107,457)

Annexure 1.4: Service Provider wise details of PCOs

S.No.	Name of the Circle/Service Area	Service Provider	31st December 2009	31st March 2010	Net PCO added/ decreased during the Q.E. Mar-10	Percentage Growth/ Decline for the Q.E. Mar-10
1	Andaman & Nicobar	BSNL	588	572	-16	-2.72
2	Andhra Pradesh	BSNL	169545	161113	-8432	-4.97
		TATA	161465	115923	-45542	-28.21
		Reliance	370956	302633	-68323	-18.42
		Bharti	1941	1636	-305	-15.71
3	Assam	BSNL	33740	30620	-3120	-9.25
		TATA	1550	1695	145	9.35
4	Bihar (including Jharkhand)	BSNL	84825	92941	8116	9.57
		Reliance	79399	57668	-21731	-27.37
		TATA	86,953	72,537	-14416	-16.58
5	Delhi	Bharti	14584	10120	-4464	-30.61
		MTNL	71437	69480	-1957	-2.74
		TATA	55311	34489	-20822	-37.65
		Reliance	57574	36117	-21457	-37.27
6	Gujarat	BSNL	79579	77632	-1947	-2.45
		Reliance	82742	66508	-16234	-19.62
		TATA	96121	72215	-23906	-24.87
		Bharti	198	176	-22	-11.11
7	Haryana	BSNL	23978	23035	-943	-3.93
		Bharti	1487	1170	-317	-21.32
		Reliance	16692	9338	-7354	-44.06
		TATA	20388	11985	-8403	-41.22
8	Himachal Pradesh	BSNL	10273	10104	-169	-1.65
		Reliance	6419	6224	-195	-3.04
		TATA	5621	4287	-1334	-23.73
9	Jammu & Kashmir	BSNL	10575	10898	323	3.05
		TATA	860	200	-660	-76.74
10	Karnataka	BSNL	222975	217522	-5453	-2.45
		Bharti	34404	30612	-3792	-11.02
		TATA	131099	96107	-34992	-26.69
		Reliance	185760	147008	-38752	-20.86
11	Kerala	BSNL	113973	106507	-7466	-6.55
		Reliance	79086	66803	-12283	-15.53
		Bharti	5114	3473	-1641	-32.09
		TATA	36469	18104	-18365	-50.36
12	Madhya Pradesh (Including Chattisgarh)	BSNL	61490	60773	-717	-1.17
		Bharti	24841	22237	-2604	-10.48
		Reliance	57885	43713	-14172	-24.48
		TATA	44010	32255	-11755	-26.71

Annexure 1.4 (Contd.)

S.No.	Name of the Circle/Service Area	Service Provider	31st December 2009	31st March 2010	Net PCO added/ decreased during the Q.E. Mar-10	Percentage Growth/ Decline for the Q.E. Mar-10
13	Maharashtra (including Mumbai)	BSNL & MTNL	354655	340060	-14595	-4.12
		TATA	528241	362672	-165569	-31.34
		Bharti	339	292	-47	-13.86
		Reliance	292556	218875	-73681	-25.19
	Mumbai	MTNL	128843	125950	-2893	-2.25
		TATA	135,756	149,707	13951	10.28
		Bharti	252	221	-31	-12.30
		Reliance	116301	77355	-38946	-33.49
	Maharashtra excluding Mumbai	BSNL	225812	214110	-11702	-5.18
		Tata	392485	212965	-179520	-45.74
		Bharti	87	71	-16	-18.39
		Reliance	176255	141520	-34735	-19.71
14	North East	BSNL	18000	17896	-104	-0.58
		TATA	486	715	229	47.12
15	Orissa	BSNL	20927	19726	-1201	-5.74
		Reliance	25952	18735	-7217	-27.81
		TATA	45776	30432	-15344	-33.52
16	Punjab	BSNL	20470	19603	-867	-4.24
		HFCL	21867	19669	-2198	-10.05
		Reliance	24088	18206	-5882	-24.42
		Bharti	2099	1867	-232	-11.05
		TATA	53096	38704	-14392	-27.11
17	Rajasthan	BSNL	49852	47635	-2217	-4.45
		Bharti	1246	1080	-166	-13.32
		Sistema Shyam	36143	23,720	-12423	-34.37
		Reliance	71058	45532	-25526	-35.92
		TATA	27673	19935	-7738	-27.96
18	Tamil Nadu (including Chennai)	BSNL	281640	274495	-7145	-2.54
		TATA	106075	95355	-10720	-10.11
		Bharti	41182	37572	-3610	-8.77
		Reliance	258378	213160	-45218	-17.50
	Chennai	BSNL	77976	77579	-397	-0.51
		Reliance	55493	46617	-8876	-15.99
	Tamil nadu (excluding Chennai)	BSNL	203664	196916	-6748	-3.31
		TATA	106075	95355	-10720	-10.11
		Bharti	41182	37572	-3610	-8.77
		Reliance	202885	166543	-36342	-17.91
19	Uttar Pradesh (East)	BSNL	120016	119458	-558	-0.46
		Reliance	94525	71403	-23122	-24.46
		Bharti	1911	1675	-236	-12.35
		TATA	44811	27660	-17151	-38.27

Annexure 1.4 (Contd.)

S.No.	Name of the Circle/Service Area	Service Provider	31st December 2009	31st March 2010	Net PCO added/ decreased during the Q.E. Mar-10	Percentage Growth/ Decline for the Q.E. Mar-10
20	Uttar Pradesh (West) (including Uttranchal)	BSNL	56012	55578	-434	-0.77
		Reliance	77305	53292	-24013	-31.06
		Bharti	1580	1382	-198	-12.53
		TATA	45958	32948	-13010	-28.31
21	West Bengal (including Kolkata)	BSNL	117030	111960	-5070	-4.33
		Reliance	68353	57964	-10389	-15.20
		Bharti	918	575	-343	37.36
		TATA	91562	68440	-23122	-25.25
	Kolkata	BSNL	61277	58413	-2864	-4.67
		Reliance	22255	20769	-1486	-6.68
		Bharti	918	575	-343	37.36
		TATA	40515	26694	-13821	-34.11
	West Bengal (excluding Kolkata)	BSNL	55753	53547	-2206	-3.96
		Reliance	46098	37195	-8903	-19.31
		TATA	51047	41746	-9301	-18.22
		TOTAL		55,43,687	45,94,701	- 9,48,986

Note: Bharti has submitted the revised PCO subscriber base for the QE Dec-09 in r/o Delhi, Haryana, Punjab, Rajasthan, Kolkata, UP(East) and UP(West) service areas, which has now been updated accordingly.

Annexure 1.5: Service Provider wise details of Village Public Telephones

S. No.	Name of the Circle/Service Area	Service Provider	31st December 2009	31st March 2010	Net VPT added/ decreased during the Q.E. Mar.'10	Percentage Growth/ Decline for the Q.E. 31.03.2010
1	Andaman & Nicobar	BSNL	311	337	26	8.36
2	Andhra Pradesh	BSNL	22994	23333	339	1.47
		TATA	1358	1358	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
3	Assam	BSNL	23833	23992	159	0.67
4	Bihar(including Jharkhand)	BSNL	65885	66388	503	0.76
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
5	Delhi	Bharti	0	0	0	0.00
		MTNL	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
6	Gujarat	BSNL	16886	16905	19	0.11
		Bharti	0	0	0	0.00
		Reliance	4115	4115	0	0.00
		TATA	0	0	0	0.00
7	Haryana	BSNL	6681	6683	2	0.03
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
8	Himachal Pradesh	BSNL	17277	17300	23	0.13
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
9	Jammu & Kashmir	BSNL	5944	5944	0	0.00
10	Karnataka	BSNL	27418	27419	1	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
11	Kerala	BSNL	1372	1372	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
12	Madhya Pradesh (Including Chattisgarh)	BSNL	69876	70087	211	0.30
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	31st December 2009	31st March 2010	Net VPT added/ decreased during the Q.E. Mar.'10	Percentage Growth/ Decline for the Q.E. 31.03.2010
13	Maharashtra (including Mumbai)	BSNL& MTNL	38906	39319	413	1.06
		Bharti	0	0	0	0.00
		TATA	2416	2267	-149	-6.17
		Reliance	0	0	0	0.00
	Mumbai	MTNL	0	0	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Maharashtra Excluding Mumbai	BSNL	38906	39319	413	1.06
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	2416	2267	-149	-6.17
14	North East	BSNL	9638	10006	368	3.82
15	Orissa	BSNL	43136	43222	86	0.20
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
16	Punjab	BSNL	12047	12061	14	0.12
		HFCL	179	164	-15	-8.38
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
17	Rajasthan	BSNL	38796	38803	7	0.02
		Bharti	0	0	0	0.00
		Shyam	3010	3010	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
18	Tamil Nadu (including Chennai)	BSNL	15478	15481	3	0.02
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
	Chennai	BSNL	1655	1655	0	0.00
		Reliance	0	0	0	0.00
	Tamil Nadu (excluding Chennai)	BSNL	13823	13826	3	0.02
		TATA	0	0	0	0.00
		Reliance	0	0	0	0.00
Bharti		0	0	0	0.00	
19	U P (East)	BSNL	74123	74123	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00

Annexure 1.5 (contd.)

S. No.	Name of the Circle/Service Area	Service Provider	31st December 2009	31st March 2010	Net VPT added/ decreased during the Q.E. Mar.'10	Percentage Growth/ Decline for the Q.E. 31.03.2010
20	UP (West) (incl. Uttaranchal)	BSNL	38135	38450	315	0.83
		Reliance	0	0	0	0.00
		Bharti	0	0	0	0.00
		TATA	0	0	0	0.00
21	West Bengal (including Kolkata)	BSNL	33595	34051	456	1.36
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Kolkata	BSNL	567	567	0	0.00
		Bharti	0	0	0	0.00
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	West Bengal (excluding Kolkata)	BSNL	33028	33484	456	1.38
		Reliance	0	0	0	0.00
		TATA	0	0	0	0.00
	Total			573,409	576,190	2,781

Annexure 1.6: List of Internet Service Providers Providing Internet Telephony Services

S. No.	Name of ISP
1.	Apna Telelink Ltd.
2.	Asianet Satellite Communications Ltd.
3.	Blazenet Ltd.*
4.	Broadband Pacenet (I) Pvt. Ltd
5.	City Online Services Ltd.
6.	CJ Online Pvt. Ltd.*
7.	Cordia LT Communications Pvt Ltd
8.	Data Infosys Ltd.
9.	delDSL Internet Pvt Ltd
10.	Digital2Virtual ISP Pvt. Ltd.
11.	Dishnet Wireless Ltd
12.	Fast Lynx Internet Service Pvt Ltd
13.	IKF Technologies Ltd
14.	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).*
15.	Mahanagar Telephone Nigam Ltd.
16.	Manipal Ecommerce Ltd.
17.	My Own Infotech Pvt. Ltd
18.	Narmada Cyberzone Pvt Ltd
19.	Nettlinx Ltd.
20.	Opto Network Pvt. Ltd.
21.	Pulse Telesystems Pvt. Ltd.
22.	Sify Technologies Ltd.
23.	Swastik Netvision Telecom P Ltd*
24.	Swiftmail Communications Ltd.
25.	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)
26.	Tata Communications Limited
27.	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)
28.	Trak Online Net India Pvt.Ltd
29.	Trikon Electronics Pvt. Ltd.
30.	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)
31.	World Phone Internet Services Pvt Ltd
32.	You Broadband & Cable India Private Limited (YOU Telecom India Pvt. Ltd).

* ISP has not submitted report for the quarter ending March - 2010.

Annexure 1.7: Internet Service Provider wise Subscriber Base

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
1	Bharat Sanchar Nigam Ltd.	A	All India	3806890	5378685	9185575	8521621	7.79
2	Mahanagar Telephone Nigam Ltd.	B	Delhi & Mumbai	1492769	820060	2312829	2258284	2.42
3	Bharti Airtel Ltd.	A	All India	210251	1095737	1305988	1249999	4.48
4	Reliance Communications Infrastructure Limited	A	All India	1097931	125148	1223079	1163390	5.13
5	Hathway Cable & Datacom Pvt. Ltd.	A	All India	4332	309756	314088	307396	2.18
6	Tata Communications Internet Services Limited (VSNL Internet Services Ltd)(DIL Internet Ltd)	A	All India	97835	176389	274224	289537	-5.29
7	You Broadband & Cable India Private Limited(YOU Telecom India Pvt. Ltd).	A	All India	75406	209520	284926	259581	9.76
8	Data Infosys Ltd.	A	All India	250000	491	250491	250493	0.00
9	Sify Technologies Ltd.	A	All India	131396	65801	197197	235383	-16.22
10	Asianet Satellite Communications Ltd.	B	Kerala	20511	70018	90529	86130	5.11
11	HFCL Infotel Ltd.	B	Punjab Telecom Circle	2919	77702	80621	76985	4.72

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
12	Tata Teleservices (Maharashtra) Ltd. (Hughes Telecom)	A	All India	19764	56595	76359	68959	10.73
13	Tikona Digital Networks Pvt Ltd	A	All India	16730	53553	70283	22293	215.27
14	Beam Cable System Pvt. Ltd.	B	Andhra Pardesh	40	51606	51646	44147	16.99
15	Punj Lloyd (Spectra Net Ltd.)*	A	All India	26930	23752	50682	50682	0.00
16	D-Vois Broadband Private Limited	A	Karnataka	10127	36872	46999	9330	403.74
17	HCL Infinet Ltd.	A	All India	41150	648	41798	42156	-0.85
18	Ortel Communication Ltd.	A	Orissa, West Bengal, Andhra Pradesh, Chattisgarh	0	40844	40844	37120	10.03
19	Ankhnet Informations Pvt. Ltd*	B	Mumbai	2	31808	31810	31810	0.00
20	Broadband Pacenet (I) Pvt. Ltd*	A	Mumbai	12445	9722	22167	22167	0.00
21	Alliance Broadband Services Pvt. Ltd.	B	Kolkata	1424	20346	21770	21770	0.00
22	Vodafone Essar Gujarat Ltd.*	B	Gujarat	18001	0	18001	18001	0.00
23	Shyam Internet Services Ltd	B	Rajasthan	14634	2013	16647	14946	11.38
24	Indusind Media & Communications Limited (In2cable (I) Ltd.)	A	All India	4648	8924	13572	12870	5.45
25	Syscon Infoway Pvt Ltd*	B	Mumbai	906	11727	12633	12633	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
26	Chandra Net Pvt. Limited	B	Ahmedabad, Gujarat	6522	5321	11843	0	-
27	Hughes Communications India Ltd.	A	All India	645	10660	11305	10911	3.61
28	Southern Online Bio Technologies Ltd.*	B	Andhra Pradesh	4138	6088	10226	10226	0.00
29	IOL Netcom Limited*	B	Mumbai	0	9973	9973	9973	0.00
30	Tata Communications Limited*	A	All India	1288	6684	7972	7972	0.00
31	Rajesh Multi Channel Pvt. Ltd.	B	Mumbai	1803	5271	7074	6480	9.17
32	Spacenet Internet Services Pvt Ltd	B	Delhi	2623	2611	5234	5100	2.63
33	Trikon Electronics Pvt. Ltd.	B	Mumbai	2093	2714	4807	4762	0.94
34	DEN Networks Ltd	A	All India	2306	2449	4755	4212	12.89
35	Gujarat Telelink Pvt Ltd*	B	Gujarat	2595	1961	4556	4556	0.00
36	Hathway Bhawani Cabletel & Datacom Pvt. Ltd.	B	Mumbai	155	3850	4005	3924	2.06
37	Meghbela Cable & Boadband Servies (P) Ltd	B	Kolkata	1065	2376	3441	4583	-24.92
38	Descon Ltd	B&B	Kolkata & West Bengal Telecom Circle	3328	1	3329	4223	-21.17
39	Intermedia Cable Communication Pvt Ltd*	C	Pune/Nasik	2466	723	3189	3189	0.00
40	HCL Comnet Systems & Services Ltd.	A	All India	3147	0	3147	3147	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
41	Swiftmail Communications Ltd.	A	All India	1418	1615	3033	3783	-19.83
42	Bhupati Hotels Ltd	B	Visakhapatnam	34	2674	2708	2632	2.89
43	Geocity Network Solutions Pvt. Ltd.	B	Delhi	9	2472	2481	2385	4.03
44	Nettlinx Ltd.	B	Andhra Pradesh	48	2211	2259	1888	19.65
45	Value Healthcare Ltd.	B	Mumbai	2016	27	2043	1947	4.93
46	Narmada Cyberzone Pvt Ltd	C	Gujarat	1983	0	1983	1861	6.56
47	Cable Combine Communication Pvt. Ltd.	C	Siliguri SSA	85	1893	1978	1860	6.34
48	CJM Consultancy Services Pvt. Ltd.	B	Delhi	7	1896	1903	1430	33.08
49	Kaizen Infonet Pvt Ltd	C	Surat SSA & Valsaad SSA	1170	712	1882	1185	58.82
50	Quest Consultancy Pvt. Ltd.	C	Valsad SSA	16	1862	1878	1835	2.34
51	Tulip Telecom Limited (Tulip IT Services Ltd.)	A	All India	324	1424	1748	1300	34.46
52	Dishnet Wireless Ltd*	A	All India	119	1580	1699	1699	0.00
53	Star Broadband Services (I) Pvt Ltd	B	Delhi	143	1521	1664	1718	-3.14
54	Sanchar Telenetwork Pvt Ltd	C	Bhavnagar SSA	30	1425	1455	1380	5.43

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
55	West Bengal Electronics Industry Development Corp. Ltd.	B	Kolkata, WB	29	1300	1329	1629	-18.42
56	ERNET India	A	All India	433	628	1061	1062	-0.09
57	Digital2Virtual ISP Pvt. Ltd.	B	Gujarat	505	525	1030	955	7.85
58	F/X Wireless Technology Services Pvt. Ltd.	B	Mumbai	369	600	969	952	1.79
59	Honesty Net Solutions (I) Pvt Ltd*	B	Mumbai	609	277	886	886	0.00
60	Rajesh Patel Net Services Pvt. Ltd.	C	Indore(MP)	842	20	862	850	1.41
61	Amber Online Services Ltd.*	B	Andhra Pradesh	7	851	858	858	0.00
62	Blazenet Ltd.*	B	Gujarat	709	125	834	834	0.00
63	Speed Online.net Pvt. Ltd.	C	Rajkot	628	183	811	769	5.46
64	NetMagic Solutions(P) Ltd.	A	All India	0	791	791	739	7.04
65	North East Dataa Network Pvt Ltd*	B	Karnataka	186	539	725	725	0.00
66	Pioneer eLabs Ltd *	B	Andhra Pradesh	611	108	719	719	0.00
67	Bhiwani Communications Pvt. Ltd.	C	Rohtak	498	150	648	630	2.86
68	ISP Solutions India Pvt. Ltd.	C	Coimbatore SSA	603	30	633	733	-13.64
69	RS Broadband Service India Pvt Ltd*	B	Tamil Nadu SSA	41	566	607	607	0.00
70	Astro Network India Pvt. Ltd.	A	All India	329	265	594	595	-0.17
71	Ishan Netsol Pvt Ltd	B	Gujarat	261	315	576	615	-6.34
72	Yashash Cable Network Pvt Ltd	C	Mysore SSA	24	536	560	647	-13.45

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
73	Software Technology Park of India(STPI)*	A	All India	70	480	550	550	0.00
74	S.S.Netcom Pvt Ltd*	B	North East Circle	22	498	520	520	0.00
75	Trak Online Net India Pvt.Ltd	A	All India	15	495	510	517	-1.35
76	Cordia LT Communications Pvt Ltd	A	All India	131	336	467	0	-
77	Wire and Wireless India Ltd.	A	Across India	162	239	401	740	-45.81
78	Sab Industires Ltd. (Sab Infotech)	B,C	Punjab, Karnal, Ambala, Hisar	255	84	339	361	-6.09
79	delDSL Internet Pvt Ltd	C	Delhi & Gurgaon	19	279	298	275	8.36
80	World Phone Internet Services Pvt Ltd	A	All India	0	345	345	299	15.38
81	Pacific Internet India Pvt. Ltd.	A	All India	1	290	291	280	3.93
82	Rida Communication Pvt. Ltd.	C	Aligarh SSA	8	271	279	260	7.31
83	M/s Bohra Pratisthan Pvt. Ltd	C	Udaipur SSA	218	60	278	286	-2.80
84	Gomti Cable Network Pvt. Ltd.	C	Lucknow SSA	155	123	278	254	9.45
85	Micky Online Pvt Ltd*	C	Moradabad	265	0	265	265	0.00
86	Multinet (Udaipur) Pvt. Ltd.	C	Udaipur SSA	258	0	258	252	2.38
87	Khetan Cable Network (P) Ltd	C	Indore SSA	211	13	224	211	6.16

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
88	City Online Services Ltd*	B	Andhra Pradesh & Karnataka	63	157	220	220	0.00
89	Primenet Global Ltd.	A	All India	37	169	206	33	524.24
90	Atria Convergence Technologies Pvt. Ltd.*	B	Karnataka	55	147	202	202	0.00
91	Vainavi Industries Ltd*	B	Andhra Pradesh	200	0	200	200	0.00
92	Rainbow Communications (India) Pvt Ltd*	C	Salem SSA	195	2	197	197	0.00
93	Sanyog Networks Pvt Ltd*	C	Tripura SSA	166	1	167	167	0.00
94	Netcom Online Solutions India Pvt Ltd	B	Tamil Nadu	62	103	165	273	-39.56
95	Dreamzcraft Info Solutions Pvt Ltd*	C	Dehradun SSA	141	17	158	158	0.00
96	Mynet Services India Pvt. Ltd.	C	Tamil Nadu SSA	21	128	149	130	14.62
97	Readylink Internet Services Pvt Ltd	B	ROTN	19	118	137	135	1.48
98	Adya Tech One Services Pvt Ltd	C	Ghaziabad SSA	66	70	136	172	-20.93
99	Nelco Ltd.	A	All India	130	0	130	14	828.57
100	Eastern Teleservices Pvt Ltd	C	Jamshedpur SSA	0	0	0	129	-100.00
101	Verizon Communications India Pvt. Ltd. (Worldcom Communications)	A	All India	0	127	127	128	-0.78

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
102	Karuturi Telecom Private Limited(Estel Communications Pvt. Ltd).*	A	All India	2	104	106	106	0.00
103	BT Global Communications India Pvt. Ltd(i2i Enterprise Ltd.)*	A	All India	3	101	104	104	0.00
104	Shri Vinayagaa Internet Pvt Ltd	C	Madurai SSA	90	12	102	102	0.00
105	Quick Online Pvt. Ltd.	C	Ghaziabad SSA	1	100	101	99	2.02
106	Aeroway Networks Pvt Ltd	C	Mysore SSA	95	0	95	138	-31.16
107	iCAN Solutions Private Limited*	B	Mumbai	32	63	95	95	0.00
108	Oasis Cable Pvt Ltd*	C	Haridwar SSA	77	16	93	93	0.00
109	Ice Network Pvt. Ltd.	B	Bangalore	44	43	87	0	-
110	VIVA Communications Pvt Ltd(Mylai Karpagambal Information Systems (P) Ltd)	A	Chennai	1	86	87	40	117.50
111	Tarang Communications Pvt. Ltd.*	C	Guwahati SSA	1	82	83	83	0.00
112	Eronet Broadband Service India Pvt. Ltd.*	C	Erode	11	69	80	80	0.00
113	Guj Info Petro Ltd. (GIPL)	A	Gujarat	7	61	68	66	3.03
114	Essel Shyam Communications Limited*	A	All India	58	9	67	67	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
115	Kelnet Communication Services Pvt. Ltd*	C	Trivandrum	56	5	61	61	0.00
116	Harisree Cable Net Pvt. Ltd.	C	Kannur SSA	8	52	60	62	-3.23
117	Limras Eronet Broadband Service Pvt Ltd*	A	Tamil Nadu SSA	53	5	58	58	0.00
118	Reach Network India Pvt. Ltd.	A	All India	8	48	56	60	-6.67
119	Fast Lynx Internet Service Pvt Ltd	B	Punjab	46	0	46	14	228.57
120	Konark Infocomm Pvt Ltd	C	Ghaziabad SSA	41	1	42	42	0.00
121	CJ Online Pvt. Ltd.	C	Ghaziabad	0	24	24	22	9.09
122	STN Communication & Advertising Pvt Ltd.	C	Guwahati	7	17	24	17	41.18
123	Chemical And Metallurgical Design Co. Ltd	B	Delhi	9	9	18	18	0.00
124	Conjoinix Technologies Pvt Ltd	C	J&K, Chandigarh	0	18	18	20	-10.00
125	Vishwashakti Technologies Pvt Ltd*	B	Hyderabad	2	14	16	16	0.00
126	Power Grid Corporation of India Ltd.	A	All India	0	14	14	12	16.67
127	Pulse Telesystems Pvt. Ltd.	B & C	Chennai & Pondicherry	0	13	13	10	30.00
128	Nextgen Communications Ltd(RPG Infotech Ltd).	A	All India	5	7	12	9	33.33
129	Virtela India Pvt. Ltd.	B	Mumbai, Bangalore	0	11	11	11	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
130	Centre for Development of Advanced Computing, C-DAC	C	Ghaziabad SSA	1	8	9	10	-10.00
131	Godrej Infotech Ltd.*	B	Mumbai	5	4	9	9	0.00
132	AT&T Global Network Services India Private Limited	A	All India	0	8	8	8	0.00
133	IKF Technologies Ltd*	A	All India	5	0	5	5	0.00
134	My Own Infotech Pvt. Ltd*	C	Surat SSA	5	0	5	5	0.00
135	Maple PC & Peripherals Pvt Ltd	C	Jamshedpur SSA	4	0	4	7	-42.86
136	Opto Network Pvt. Ltd.	A	All India	0	4	4	4	0.00
137	National Stock Exchange of India Ltd	A	ALL INDIA	0	3	3	3	0.00
138	Pan India Network Infravest Pvt. Ltd.	B	Mumbai, Navi Mumbai	1	2	3	3	0.00
139	ABT Ltd.	C	Coimbatore SSA	0	3	3	3	0.00
140	Compucom (I) Pvt. Ltd.	C	Jaipur	0	2	2	2	0.00
141	Manipal Ecommerce Ltd.*	B	Karnataka	1	1	2	2	0.00
142	Tata Internet Services Ltd.*	A	All India	0	2	2	2	0.00
143	Phonic Net Pvt Ltd*	B	Mumbai	2	0	2	2	0.00
144	L&T Finance Ltd.(L&T Netcom Ltd.)	A	All India	0	1	1	1	0.00
145	Tatanet Services Ltd	A	All India	1	0	1	0	-
146	Infotel Broadband Services Pvt Ltd	A	All India	0	1	1	1	0.00

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographic Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
147	Virgo Global Media Ltd (Online Media Solutions Ltd)*	B	Andhra Pradesh	1	0	1	1	0.00
148	Karuturi Global Ltd*	B	Karnataka	0	1	1	1	0.00
149	GTL Ltd.	A	All India	0	0	0	0	-
150	Spectrum Softech Solutions Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	-
151	Apna Telelink Ltd.	C	Jalandhar	0	0	0	0	-
152	Equant Network Services India Pvt. Ltd.	A	All India	0	0	0	0	-
153	iPath India Pvt. Ltd.	C	Ernakulam SSA	0	0	0	0	-
154	Reliance Wimax Limited (Gateway Systems (I) Ltd)	A	All India	0	0	0	0	-
155	S tel Pvt. Ltd.	A	All India	0	0	0	0	-
156	Advanced Financial Services Pvt Ltd	B	Hyderabad, Andhra Pradesh	0	0	0	0	-
157	Kerala State Electronics Development Corp Ltd.(Keltron)	C	Thiruvananthapuram	0	0	0	1	-100.00
158	Gujarat Narmada Valley Fertilizer Co. Ltd. (GNFC)	A	All India	0	0	0	0	-
159	Broadlane Networks Pvt. Ltd.	C	Dombivli, Maharashtra	0	0	0	0	-
160	Space Online Ltd*	B	Gujarat	0	0	0	0	-
161	ISP Services (India) Pvt. Ltd.*	C	Trichy	0	0	0	0	-

Annexure 1.7 (contd.)

S. No.	Name of ISP	Category	Geographical Area of Operation	Internet Connection (<256 Kbps)	Broadband Connections (>256 Kbps)	Total as on 31st Mar 2010	Total As on 31st Dec 2009	% Growth
162	S&A Internet Services Private Limited*	A	All India	0	0	0	0	-
163	Swastik Netvision Telecom P.Ltd*	B	Gujarat	0	0	0	0	-
164	Global One India Pvt Ltd*	A	All India	0	0	0	0	-
	Total			7408929	8773096	16182025	15241452	6.17

* ISP's have not submitted the report for the quarter March 2010

Annexure 1.8: Service Area wise PMRTS subscriber Base

Sr. No.	Service Providers	Operative Area	Subscriber Base	
			31.12.09	31.03.10
1	#M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (Aryadoot Transport Pvt Limited)	AP(Vishakhapatnam)	1967	2029
	Sub Total		1967	2029
2	#M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. (Jet-Aiu Skyline Transport Pvt Ltd.)	MP (Indore)	601	628
	Sub Total		601	628
3	#M/s Arya Omnitalk RadioTrunking Sercvices Pvt.Ltd. Container Movement (Bombay) Transport Pvt Ltd.	Delhi (Faridabad/Gurgaon)	1	1398
	Sub Total		1	1398
4	#M/s Arya Omnitalk RadioTrunking Sercvices Pvt. Ltd. (Arya Offshore Services Pvt Ltd.)	Mumbai (Vashi)	616	3232
5	#M/s Arya Omnitalk RadioTrunking Sercvices Pvt. Ltd. (Arya Offshore Services Pvt Ltd.)	Chennai	468	3344
	Sub Total		1084	6576
6	#M/s Arya Omnitalk RadioTrunkingSercvicesPvt. Ltd. German Express Shipping Agency (India) Pvt Ltd	Mumbai (NaviMumbai/Vashi)	405	Subscriber base included in Mumbai service area (at Sr.no.4)
		Delhi	321	Subscriber base included in Delhi service area (at Sr.no.3)
	Sub Total		726	-
7	#M/s Arya Omnitalk RadioTrunking Sercvices Pvt. Ltd. (United Liner Agencies of India (Pvt) Ltd.)	Delhi	351	Subscriber base included in Delhi service area (at Sr.no.3)
		Kolkata	1314	1404
Sub Total			1665	1404

Annexure 1.8 (Contd.)

Sr. No.	Service Providers	Operative Area	Subscriber Base	
			31.12.09	31.03.10
8	#M/s Arya Omnitalk Radio Trunking Sercvices Pvt. Ltd. (The Arvind Mills Ltd.)	Delhi	708	Subscriber base included in Delhi service area (at Sr.no.3)
		Faridabad	1	
		Mumbai	1945	Subscriber base included in Mumbai service area (at Sr.no.4)
		Vashi	232	
		Gujarat (Ahmedabad/Surat /Bharuch)	479	2397
			711	
			1018	
			154	
		Tamilnadu (Chennai)	2737	Subscriber base included in Chennai service area (at Sr.no.5)
		Bangalore	3936	4254
Sub Total			11921	6651
Total(#M/s Arya Omnitalk)			17965	18686
9	Procall Limited**	Delhi	5188	5147
		Jaipur	418	428
		Gurgaon	1270	1150
		Faridabad	195	169
		Sub Total		
10	Smartalk Pvt Limited	Pune	1056	1089
		Vashi	801	784
		Mumbai	787	770
		Sub Total		
11	QuickCalls India Pvt. Limited	Bangalore	537	1011
		Hyderabad	1372	1438
		Chennai	1275	1232
		Sub Total		
12	Bhilwara Telenet Services Pvt Limited	Mumbai	1449	1440
		SubTotal		

Annexure 1.8 (Contd.)

Sr. No.	Service Providers	Operative Area	Subscriber Base	
			31.12.09	31.03.10
13	India Satcom Ltd.	Bangalore	0	0
	Sub Total		0	0
Grand Total			32313	33344

*M/s India Satcom Ltd. reported through email that their MRTS department is non functional since last quarter.

The Licences of Arvind Mills, Container Movement, German Express Shipping Agency, United Liner, AryaDoot Transport, Jet-Aiu Skyline and Arya Offshore Ltd. have transferred to Arya Omnitalk Radio Trunking Services (P) Ltd.

**The Subscriber base figure pertaining to M/s Procall were wrongly recorded inadvertently for Dec'09, has been corrected in this PMR.

Annexure 2.1: GSM Full Mobility Service – Service Area wise Statistics

Category: Circle A

Service Area	% of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subscriber	O/G MOU /subs	I/C MOU /subs	Total MOU/ sub.
MH	94.7%	144	28	205	190	394
Karnataka	95.5%	143	96	199	195	394
AP	96.9%	142	40	190	205	395
Gujarat	93.9%	140	35	195	182	377
TN (incl. Chennai)	95.2%	127	94	181	197	378

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subscriber	O/G MOU /subs	I/C MOU /subs	Total MOU/ sub.
Punjab	93.8%	149	66	256	239	495
Kerala	96.2%	139	43	179	214	393
MP	98.0%	119	25	180	178	358
UP(E)	98.8%	116	14	197	239	435
UP(W)	98.0%	116	17	198	202	400
Rajasthan	98.3%	115	17	189	184	374
Haryana	98.1%	109	31	205	187	392
WB	99.3%	100	8	179	211	390

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subscriber	O/G MOU /subs	I/C MOU /subs	Total MOU/ sub.
NE	94.8%	150	45	229	214	443
Assam	94.5%	142	28	267	286	552
J&K	78.1%	137	10	211	190	401
HP	97.8%	114	23	253	206	459
Orissa	99.0%	114	17	241	292	533
Bihar	99.6%	104	14	192	253	444

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per subscriber	O/G MOU /subs	I/C MOU /subs	Total MOU/ sub.
Delhi	86.5%	202	34	256	222	478
Mumbai	88.0%	166	32	221	179	400
Kolkata	94.6%	113	27	197	198	395

Annexure 2.2: CDMA Full Mobility Service – Service Area wise Statistics

Category: Circle A

Service Area	% Of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per sub/month	O/G MOU/su bs/month	I/C MOU/su bs/month	Total MOU/sub / month
MH	95%	68	17	133	144	277
TN	93%	72	13	95	112	206
Gujarat	91%	73	19	126	129	255
Karnataka	92%	87	8	120	139	259
AP	93%	92	21	151	162	313

Category: Circle B

Service Area	% of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per sub/month	O/G MOU/su bs/month	I/C MOU/su bs/month	Total MOU/sub / month
WB	98%	47	3	152	159	311
Rajasthan	96%	59	11	146	159	305
MP	97%	59	7	162	164	326
UP (W)	97%	63	10	148	162	310
UP (E)	97%	65	9	162	192	354
Haryana	93%	69	11	149	149	298
Kerala	94%	69	6	94	112	206
Punjab	91%	71	9	151	128	279

Category: Circle C

Service Area	% of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per sub/month	O/G MOU/su bs/month	I/C MOU/su bs/month	Total MOU/sub / month
Orissa	95%	73	4	171	211	382
Bihar	98%	73	5	181	237	418
HP	93%	88	4	123	144	267
North East	83%	139	32	230	139	369
J& K	46%	145	4	363	211	575
Assam	69%	157	6	220	139	359

Category: Metro

Service Area	% of prepaid in total subscribers	ARPU (Rs. per month)	Outgoing SMS per sub/month	O/G MOU/su bs/month	I/C MOU/su bs/month	Total MOU/sub / month
Kolkata	95%	69	6	133	172	305
Delhi	91%	98	18	180	175	355
Mumbai	87%	118	33	139	155	294

Annexure 4.1: Performance of QoS Parameters for Cellular Mobile Services

S. No.	Name of Service Area	Name of Service Provider	Network Related Parameters								Customer Service Quality Parameters								
			Network Availability		Connection Establishment		Connection Maintenance (Retainability)			POI	Metering and Billing				Response time to the customer		Termination / closure of service		
			BTs Accumulated downtime (not available for service) (%age)	Worst affected BTs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark (Averaged over a period of quarter))	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
Benchmark																			
			≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	100% within 4 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 90%	100% within 7 days	100% within 60 days
1	AP	Aircel	0.04%	0.00%	99.30%	0.01%	0.03%	0.38%	2.26%	97.92%	1.00	0.20%	0.30%	100.0%	100.0%	100.0%	86.0%	85.0%	100.0%
2		Bharti Airtel	0.02%	0.26%	99.17%	0.30%	0.49%	0.60%	2.22%	99.05%	0.00	0.05%	0.00%	100.0%	100.0%	99.2%	90.8%	100.0%	100.0%
3		BSNL	0.57%	0.73%	95.15%	0.39%	1.10%	1.53%	5.34%	98.00%	0.00	0.00%	0.00%	100.0%	100.0%	98.8%	94.7%	100.0%	100.0%
4		Idea	0.01%	0.00%	99.85%	0.32%	0.54%	0.66%	4.22%	96.31%	0.00	0.07%	0.04%	100.0%	100.0%	99.5%	94.6%	100.0%	99.6%
5		RCOM-CDMA	0.13%	0.12%	99.45%	0.00%	0.08%	0.93%	2.49%	99.24%	0.00	0.01%	0.00%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%
		RCOM-GSM	0.22%	0.16%	98.95%	0.04%	0.10%	0.61%	1.52%	98.91%	0.00	0.00%	0.00%	100.0%	100.0%	91.0%	43.8%	100.0%	100.0%
6		TTSL-CDMA	0.02%	0.00%	99.00%	0.00%	0.03%	0.43%	0.55%	99.09%	1.67	0.02%	0.05%	99.0%	100.0%	97.0%	95.0%	100.0%	100.0%
		TTSL-GSM	0.18%	0.52%	99.43%	0.16%	0.21%	0.99%	3.70%	96.03%	0.00	0.04%	0.00%	100.0%	100.0%	77.0%	56.0%	100.0%	100.0%
7	Uninor	0.06%	0.17%	99.13%	0.03%	0.02%	0.26%	3.21%	99.01%	1.67	NA	1.60%	NA	NA	82.0%	97.0%	NA	NA	
8	Vodafone	0.04%	0.07%	99.27%	0.15%	0.38%	0.53%	3.20%	98.65%	0.00	0.04%	0.01%	100.0%	100.0%	100.0%	92.9%	96.0%	100.0%	

Annexure 4.2: Performance of QoS Parameters for Basic (Wire-line) Services

Sl. No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs./month)	Fault Repair			Rent Rebate	Mean Time to Repair (MTTR)	Call Completion Rate (CCR)	Answer to Seizure Ratio	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and Billing				Response time to the customer for Assistance		Termination / closure of service	
				% of faults repaired by next working day	% of faults repaired within 3 days	% of faults repaired within 5 days						Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
1	A&N	BSNL	3.67	90.15%	100%	100.00%	NIL	7.50	59.70%	NA	NR	0.00%	NA	NR	NR	NR	100%	100%	
2		Bharti Airtel	2.84	98.76%	99.96%	NA	7	3.02	89.83%	89.81%	0.3	0.06%	NA	100%	100%	98.04%	97.48%	100%	100%
3		BSNL	3.15	93.76%	97.14%	99.76%	NIL	11.56	68.11%	NA	NIL	0.03%	NA	NR	NR	96.07%	90.86%	90.61%	100%
4	AP	RCOM	1.13	100%	100%	NA	NIL	2.46	NA	90.42%	NIL	0.02%	NA	100%	100%	96.00%	91.00%	100%	100% within 60 days.
5		TTSL	0.9	92.72%	100%	100%	NIL	4.48	98.29%	88.78%	1	0.14%	NA	100%	100%	94.42%	88.78%	100%	100%
6	ASMI	BSNL	5.18	94.00%	99.02%	99.61%	NIL	7.47	71.01%	NA	NIL	0.03%	NA	NR	NR	86.76%	95.00%	99.98%	100%
7		TTSL	0.0	NA	NA	NA	NIL	0.00	98.52%	95.39%	NA	0.00%	NA	NA	NA	97.51%	95.39%	-	NIL
8	BR	BSNL	3.69	91.21%	94.65%	89.79%	596	7.68	62.66%	NA	NIL	0.01%	NA	NR	NR	93.75%	100.00%	99.58%	100%
9		RCOM	0	NIL	NIL	NA	NIL	0.00	NA	95.76%	NIL	0.00%	NA	NA	100%	96.00%	91.00%	NIL	100% within 60 days.
10		TTSL	1.1	97.37%	100%	100%	NIL	5.14	98.58%	95.12%	NIL	0.03%	NA	100%	100%	95.91%	95.12%	-	NIL
11	CG	BSNL	6.41	94.31%	98.37%	99.37%	NIL	6.42	65.78%	NA	NIL	0.01%	NA	NR	NR	97.78%	100.00%	100%	100%
12		BSNL	2.72	97.71%	98.45%	98.72%	3203	7.00	80.93%	NA	NIL	0.01%	NA	NR	NR	97.78%	97.08%	100%	100%
13	Chennai	RCOM	0.51	100%	100%	NA	NIL	1.51	NA	87.50%	NIL	0.03%	NA	100%	100%	96.00%	91.00%	100%	100% within 60 days.
14		TTSL	0.1	90.91%	100%	100%	NIL	5.20	98.51%	93.67%	NIL	0.03%	NA	100%	100%	96.00%	93.67%	100%	NIL
15		Bharti Airtel	3.03	96.54%	99.39%	NA	942	7.18	95.84%	95.84%	1	0.00%	NA	100%	100%	95.10%	95.44%	100%	100%
16	DL	RCOM	0.54	100%	100%	NA	1	2.56	NA	89.39%	NIL	0.05%	NA	100%	100%	96.00%	91.00%	100%	100% within 60 days.
17		TTSL	0.5	90.36%	99.49%	100%	NIL	6.09	98.65%	95.00%	NIL	0.07%	NA	96.88%	100%	98.18%	95.00%	100%	100%
18		MTNL	7.29	82.42%	90.50%	NIL	37229	10.31	53.26%	NA	0.33	0.12%	NA	90.12%	*	99.48%	99.64%	99.01%	100%

Annexure 4.2 (Contd.)

19	GJ	Bharti Airtel	2.05	98.41%	99.21%	NA	16	5.99	83.46%	83.87%	NIL	0.01%	NA	98.40%	100%	95.64%	95.26%	100%	100%
20		BSNL	4.88	95.58%	98.81%	98.86%	316	6.28	66.54%	NA	2	0.03%	NA	NR	NR	99.99%	93.48%	100%	100%
21		RCOM	1.75	100%	100%	NA	4	2.19	NA	82.30%	NIL	0.03%	NA	100%	100%	96.00%	91.00%	100%	100%
22		TTSL	0.9	95.42%	100%	100%	NIL	5.18	100%	97.10%	NIL	0.04%	NA	100%	100%	97.57%	97.10%	99.18%	100%
23	HP	BSNL	7.48	81.25%	98.43%	98.21%	2910	7.38	67.07%	NA	6	0.00%	NA	NR	NR	NR	NR	99.73%	100%
24		RCOM	0	NIL	NIL	NA	NIL	0.00	NA	82.82%	NIL	0.00%	NA	NA	100%	96.00%	91.00%	NIL	100%
25		TTSL	0.0	NA	NA	NA	NIL	0.00	-	95.57%	NA	0.00%	NA	NA	NA	96.98%	95.57%	-	NIL
26	HR	Bharti Airtel	3.90	97.55%	100%	NA	11	6.42	95.55%	95.55%	NIL	0.00%	NA	100%	100%	95.10%	95.44%	100%	100%
27		BSNL	4.71	95.95%	99.89%	100%	895	6.78	77.50%	NA	NIL	0.00%	NA	NR	NR	99.05%	85.97%	99.94%	100%
28		RCOM	0	NIL	NIL	NA	NIL	0.00	NA	91.36%	NIL	0.00%	NA	NA	100%	96.00%	91.00%	NIL	100%
29		TTSL	0.0	NA	NA	NA	NIL	0.00	98.50%	95.71%	NIL	0.03%	NA	100%	100%	97.84%	95.71%	100%	NIL
30	J&K	BSNL	7.51	78.45%	85.73%	92.37%	NIL	8.10	52.41%	NA	NIL	0.02%	NA	NR	NR	NR	NR	99.13%	100%
31		TTSL	0.0	NA	NA	NA	NIL	0.00	-	94.68%	NA	-	NA	-	-	97.03%	94.68%	-	NIL
32	Jhar	BSNL	3.49	96.24%	99.99%	100%	NIL	6.70	64.31%	NA	NR	0.03%	NA	NR	NR	NR	NR	99.97%	100%
33	KOL	Bharti Airtel	2.77	97.51%	99.91%	NA	23	5.94	95.23%	95.22%	NIL	0.02%	NA	100%	100%	95.10%	95.44%	100%	100%
34		BSNL	3.62	88.94%	98.45%	99.41%	NIL	6.99	55.33%	NA	7	0.00%	NA	NR	NR	100.00%	89.14%	100%	100%
35		RCOM	0.89	100%	100%	NA	1	3.04	NA	83.49%	NIL	0.06%	NA	100%	100%	96.00%	91.00%	100%	100%
36		TTSL	1.0	96.14%	100%	100%	NIL	3.20	99.76%	95.24%	NIL	0.03%	NA	100%	100%	95.76%	95.24%	100%	NIL
37	KR	Bharti Airtel	1.67	98.42%	100%	NA	5	3.86	91.98%	91.78%	NIL	0.07%	NA	100%	100%	96.38%	98.16%	100%	100%
38		BSNL	4.91	88.00%	96.17%	95.63%	2638	11.56	72.64%	NA	NIL	0.00%	NA	NR	NR	97.61%	96.51%	99.21%	100%
39		RCOM	1	100%	100%	NA	NIL	2.59	NA	82.35%	NIL	0.02%	NA	100%	100%	96.00%	91.00%	100%	100%
40		TTSL	0.2	93%	100%	100%	NIL	5.58	98.65%	92.61%	NIL	0.01%	NA	100%	100%	95.77%	92.61%	100%	NIL
41	KTK	Bharti Airtel	3.39	98.57%	99.31%	NA	340	2.78	90.06%	90.01%	1	0.01%	NA	100%	100%	95.69%	94.73%	100%	100%
42		BSNL	4.29	95.16%	96.42%	99.86%	12988	6.07	69.54%	NA	NIL	0.03%	NA	NR	NR	88.32%	99.87%	100%	100%
43		RCOM	0.45	100%	100%	NA	NIL	2.50	NA	83.74%	NIL	0.04%	NA	100%	100%	96.00%	91.00%	100%	100%
44		TTSL	0.8	98.15%	99.88%	100.0%	1	2.15	98.55%	85.88%	NIL	0.03%	NA	100%	100%	91.79%	85.88%	100%	NIL
45	MH	Bharti Airtel	2.69	96.57%	98.43%	NA	73	7.21	82.04%	82.15%	NIL	0.03%	NA	100%	100%	95.64%	95.26%	100%	100%
46		BSNL	6.07	90.78%	94.59%	99.46%	1147	8.65	61.41%	NA	NIL	0.01%	NA	NR	NR	42.80%	NR	98.68%	100%
47		RCOM	0.53	100%	100%	NA	2	3.05	NA	82.75%	NIL		NA	100%	100%	96.00%	91.00%	100%	100% within 60 days.
48		TTSL	0.47	91.00%	100%	NIL	NIL	7.28	78.00%	NA	NIL	0.00%	NA	100%	100%	100.00%	93%	100%	100%
49	MP	Bharti Airtel	9.10	93.09%	96.31%	NA	3645	9.09	79.03%	79.12%	0.7	0.00%	NA	100%	100%	97.16%	97.76%	100%	100%
50		BSNL	3.38	96.55%	100%	100.00%	294	5.58	69.96%	NA	NIL	0.03%	NA	NR	NR	95.20%	99.00%	100%	100%
51		RCOM	0.92	100%	100%	NA	NIL	2.42	NA	85.83%	NIL		NA	100%	100%	96.00%	91.00%	100%	100% within 60 days.
52		TTSL	0.0	NA	NA	NA	NIL	0.00	-	96.92%	NA	0.14%	NA	100%	100%	97.11%	96.92%	-	NIL
53	MUM	Bharti Airtel	1.57	96.62%	98.32%	NA	290	7.58	83.24%	83.31%	NIL	0.01%	NA	100%	100%	95.64%	95.26%	100.0%	100%
54		MTNL	5.14	93.68%	97.35%	NA	26950	10.78	58.53%	NA	NIL	0.05%	NA	100%	100%	89.85%	91.01%	91.08%	100%
55		RCOM	0.38	100%	100%	NA	NIL	2.53	NA	88.48%	NIL		NA	100%	100%	96.00%	91.00%	100%	100% within 60 days.
56		TTSL	0.8	97.66%	100%	NIL	NIL	4.42	69.22%	NA	NIL	0.01%	NA	100%	84.25%	100.00%	89.38%	100%	100%

Annexure 4.2 (Contd.)

57	NE	TTSL	0.0	NA	NA	NA	NIL	0.00	-	96.98%	NA	-	NA	-	-	97.34%	96.98%	-	NIL
58	NE - I	BSNL	4.25	88.17%	98.05%	99.57%	44	28.45	61.62%	NA	NIL	0.02%	NA	NR	NR	96.21%	100.00%	99.50%	100%
59	NE - II	BSNL	2.14	95.39%	97.88%	99.45%	NIL	7.53	64.80%	NA	NIL	0.00%	NA	NR	NR	84.25%	95.00%	100%	100%
60	OR	BSNL	4.10	93.64%	98.32%	97.76%	NIL	7.06	63.46%	NA	0.7	0.03%	NA	NR	NR	96.08%	100.00%	99.76%	100%
61		RCOM	0	NIL	NIL	NA	NIL	0.00	NA	92.71%	NIL	0.00%	NA	NA	100%	96.00%	91.00%	NIL	100% within 60 days.
62		TTSL	4.0	97.35%	100%	100%	NIL	2.60	99.33%	95.78%	NIL	0.05%	NA	100%	100%	96.20%	95.78%	100%	NIL
63	PB	Bharti Airtel	2.69	97.00%	99.95%	NA	30	6.68	96.48%	96.48%	NIL	0.00%	NA	100%	100%	95.10%	95.44%	100%	100%
64		BSNL	6.58	91.31%	97.81%	99.77%	220	8.81	70.19%	NA	NIL	0.01%	NA	NR	NR	99.57%	96.67%	100%	100%
65		HFCL	4.3	91.00%	98.30%	NA	401	7.7	56.00%	NA	NIL	0.06%	NA	100%	100%	91.00%	95.00%	100%	100%
66		RCOM	1.32	100%	100%	NA	NIL	2.34	NA	92.68%	NIL	0.04%	NA	100%	100%	96.00%	91.00%	100%	100%
67	TTSL	2.1	97.03%	100%	100%	NIL	5.14	98.46%	94.91%	NIL	0.05%	NA	100%	100%	97.69%	94.91%	100%	NIL	
68	RJ	Bharti Airtel	1.84	97.17%	100%	NA	3	7.47	91.16%	91.16%	NIL	0.01%	NA	100%	100%	95.10%	95.44%	100%	100%
69		BSNL	4.34	95.91%	99.26%	99.84%	826	6.55	64.34%	NA	NIL	0.01%	NA	NR	NR	96.60%	99.00%	100%	100%
70		RCOM	1.32	100%	100%	NA	NIL	2.53	NA	90.72%	NIL	0.06%	NA	100%	100%	96.00%	91.00%	100%	100%
71		Sistema	1.9	94.00%	100%	NIL	NIL	5.00	97.00%	NA	NIL	0.09%	NIL	NIL	100%	99.00%	100.00%	100%	100%
72	TTSL	0.0	NA	NA	NA	NIL	0.00	99.16%	97.43%	NIL	0.03%	NA	100%	100%	98.64%	97.43%	-	NIL	
73	TN	Bharti Airtel	4.77	98.65%	100%	NA	64	2.80	91.07%	91.13%	0.3	0.02%	NA	100%	98.61%	95.25%	93.56%	100%	100%
74		BSNL	3.17	95.92%	99.81%	100.00%	NIL	5.18	76.37%	NA	NIL	0.01%	NA	NR	NR	86.74%	89.40%	100%	100%
75		RCOM	1.45	100%	100%	NA	NIL	3.38	NA	77.89%	NIL	0.02%	NA	100%	100%	96.00%	91.00%	100%	100%
76	TTSL	0.5	100%	100%	100%	NIL	2.74	98.88%	93.67%	NIL	0.06%	NA	100%	100%	96.00%	93.67%	100%	NIL	
77	UP-E	Bharti Airtel	3.30	96.74%	100%	NA	13	7.23	99.60%	99.60%	NIL	0.00%	NA	100%	100%	95.10%	95.44%	100%	100%
78		BSNL	3.74	94.78%	97.69%	99.43%	NIL	6.37	68.79%	NA	NIL	0.02%	NA	NR	NR	90.89%	100.00%	100%	100%
79		RCOM	2.13	100%	100%	NA	3	2.52	NA	89.24%	NIL	0.05%	NA	100%	100%	96.00%	91.00%	100%	100%
80	TTSL	4.9	96.98%	100%	100%	NIL	3.45	99.95%	95.27%	NIL	0.02%	NA	100%	100%	97.62%	95.27%	-	NIL	
81	UP-W	Bharti Airtel	3.19	97.51%	100%	NA	28	7.55	98.84%	98.83%	NIL	0.01%	NA	100%	100%	95.10%	95.44%	100.0%	100%
82		BSNL	5.24	96.31%	99.65%	99.92%	1789	6.05	68.49%	NA	1	0.10%	NA	NR	NR	95.33%	96.88%	99.49%	100%
83		RCOM	0.0	NIL	NIL	NA	NIL	0.00	NA	89.56%	NIL	0.00%	NA	NA	100%	96.00%	91.00%	NIL	100%
84	TTSL	0.0	NA	NA	NA	NIL	0.00	98.63%	96.84%	NIL	0.19%	NA	100%	100%	97.53%	96.84%	100%	NIL	
85	UTT	BSNL	5.67	94.53%	97.78%	98.12%	NIL	6.44	63.18%	NA	NIL	0.00%	NA	NR	NR	NR	NR	100%	100%
86	WB	BSNL	5.43	94.78%	97.29%	99.53%	337	10.20	64.28%	NA	NIL	0.03%	NA	NR	NR	76.46%	91.00%	100%	100%
87		RCOM	0.0	NIL	NIL	NA	NIL	0.00	NA	75.23%	NIL	0.00%	NA	NA	100%	96.00%	91.00%	NIL	100%
88		TTSL	0.0	NA	NA	NA	NIL	0.00	-	95.90%	NA	0.00%	NA	NA	NA	96.30%	95.90%	100%	NIL

Benchmark not met

NR - Data Not Reported

NA - Not Applicable

NOTE : MTNL Delhi has reported that the credit is given in the next billing cycle.

Annexure 4.3: Quality of Service Performance of Broadband Service Providers

Sl. No.	Service Operators	Service Provisioning	Faults Repair		Billing Performance			Response Time to the Customer for assistance		Bandwidth utilisation/throughput					Packet Loss	Network latency (for wired broadband access)			
		%age of connections provided within 15 days of registration of demand	% of faults repaired by next working day (>90%)	% of faults repaired within 3 working day	Rent Rebate	%age of bills disputed	%age of billing complaints resolved within 4 weeks	%age of cases to whom refund of deposits is made within 60 days of closures	%age of calls answered by operator (Voice to voice) within 60 sec	%age of calls answered by operator (Voice to voice) within 90 sec	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	No. of Upstream links for international connectivity having bandwidth utilisation >90% during peak hours (TCBH)	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90%	Broadband Connection Speed available (download) from ISP node to user	Service availability /uptime (for all users) in %age	Packet loss (for wired broadband access) in %age	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)
		1.2	2.2	2.3	2.4	3.3	3.4	3.5	4.2	4.3	5.2	5.4	5.7	5.8	6.3	7.0	8.1	8.2	8.3
		100%	>90%	>99%	in nos.	<2%	100%	100% within 60 days	>60%	>80%	0	0	<90%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms
1	BSNL																		
1.1	Andhra Pradesh	95.00%	91.70%	99.50%	4	1.60%	97.40%	100.00%	89.20%	96.70%	0								
1.2	Assam	99.40%	91.90%	86.30%	0	0.20%	99.90%	100.00%	86.10%	90.30%	0								
1.3	Bihar	100.00%	96.00%	98.20%	0	0.10%	100.00%	100.00%	100.00%	100.00%	0								
1.4	Chhattisgarh	100.00%	94.40%	99.80%	101	0.10%	100.00%	100.00%	81.50%	92.80%	0								
1.5	Chennai	100.00%	93.00%	100.00%	0	0.10%	100.00%	100.00%	92.70%	100.00%	0								
1.6	Gujrat	100.00%	94.80%	99.90%	0	0.10%	100.00%	100.00%	72.40%	86.50%	0								
1.7	Haryana	100.00%	94.50%	100.00%	0	0.00%	100.00%	100.00%	89.50%	95.30%	0								
1.8	Himachal Pradesh	98.50%	94.00%	90.00%	13	0.10%	98.60%	97.40%	82.80%	90.70%	0								
1.9	Jammu & Kashmir	99.90%	91.30%	100.00%	0	0.10%	100.00%	100.00%	80.30%	93.70%	0								
1.10	Jharkhand	99.80%	78.70%	88.20%	0	3.60%	100.00%	100.00%	83.80%	91.60%	0								
1.11	Karnataka	100.00%	94.00%	99.30%	523	0.10%	100.00%	100.00%	84.60%	93.20%	0								
1.12	Kerala	100.00%	95.50%	100.00%	11	0.20%	100.00%	100.00%	82.80%	93.60%	0								
1.13	Kolkata	100.00%	92.30%	99.90%	0	0.30%	100.00%	100.00%	85.30%	100.00%	0								
1.14	Maharashtra	99.50%	93.30%	99.90%	5478	0.60%	100.00%	100.00%	85.00%	93.84%	0								
1.15	Madhya Pradesh	100.00%	95.50%	100.00%	0	0.20%	100.00%	100.00%	88.00%	96.00%	0								
1.16	North East I	100.00%	97.10%	100.00%	0	0.00%	100.00%	100.00%	94.90%	95.80%	0								
1.17	North East II	100.00%	97.40%	100.00%	0	0.00%	100.00%	100.00%	89.40%	98.00%	0								
1.18	Orissa	100.00%	94.90%	100.00%	0	0.20%	100.00%	100.00%	87.80%	95.90%	0								
1.19	Punjab	100.00%	94.70%	99.60%	176	0.10%	100.00%	100.00%	85.20%	93.10%	0								
1.20	Rajasthan	100.00%	94.90%	99.90%	1	0.10%	100.00%	100.00%	84.40%	92.60%	0								
1.21	Tamil Nadu	100.00%	92.90%	100.00%	0	0.00%	99.90%	100.00%	87.10%	94.30%	0								
1.22	UP- East	100.00%	91.40%	100.00%	107	0.50%	100.00%	100.00%	87.00%	95.20%	0								
1.23	UP-West	100.00%	94.20%	99.80%	98	0.20%	100.00%	100.00%	82.70%	94.30%	0								
1.24	Uttaranchal	100.00%	96.70%	100.00%	23	0.00%	100.00%	100.00%	86.70%	96.70%	0								
1.25	West Bengal	99.10%	91.80%	95.20%	3	0.30%	100.00%	100.00%	117.80%	126.00%	0								
1.26	A&N	100.00%	85.90%	100.00%	0	0.00%	100.00%	100.00%	91.70%	100.00%	0								

Annexure 4.3 (Contd.)

2	MTNL																		
2.1	Delhi	96.15%	60.39%	79.70%	8795	0.12%	95.17%	100.00%	99.22%	99.59%	Nil	2	80.52%	95.00%	99.69%	C/DNF	C/DNF	C/DNF	NA
2.2	Mumbai	94.93%	83.51%	92.26%	12167	0.016%	100.00%	NA	64.91%	69.01%	0	7	87.06%	C/DNF	C/DNF	C/DNF	C/DNF	C/DNF	NA
3	Bharti Airtel Ltd.																		
3.1	Andhra Pradesh	100.00%	96.34%	99.37%	19	0.20%	100.00%	100.00%	95.74%	98.04%	3	0	83.65%	106.49%	99.99%	0.00%	29	248	NA
3.2	Delhi	100.00%	97.74%	99.58%	380	0.00%	100.00%	100.00%	94.19%	96.82%	0	0	80.20%	100.00%	99.94%	0.00%	30	4	NA
3.3	Gujarat	100.00%	98.96%	99.50%	3	0.00%	100.00%	100.00%	94.01%	96.35%	0	NA	86.67%	99.00%	99.92%	0.02%	48	26	NA
3.4	Haryana	100.00%	95.89%	99.47%	9	0.01%	100.00%	100.00%	94.45%	97.09%	1	NA	NA	100.00%	99.90%	0.00%	38	4	NA
3.5	Karnataka	100.00%	98.34%	99.24%	13	0.09%	100.00%	100.00%	97.60%	99.07%	24	0	85.26%	104.43%	99.98%	0.00%	46	260	NA
3.6	Kerala	100.00%	99.63%	100.00%	0	0.08%	100.00%	100.00%	95.99%	96.99%	0	NA	NA	102.71%	99.96%	0.00%	58	271	NA
3.7	Kolkata	100.00%	97.43%	99.32%	11	0.00%	100.00%	100.00%	94.45%	97.09%	1	0	82.57%	100.00%	99.92%	0.00%	25	2	NA
3.8	Madhya Pradesh & CG	100.00%	95.95%	98.00%	434	0.00%	100.00%	98.33%	96.45%	98.64%	4	0	84.95%	99.00%	99.95%	0.20%	105	67	NA
3.9	Maharashtra	100.00%	97.69%	98.90%	23	0.03%	100.00%	91.67%	94.01%	96.35%	0	NA	83.01%	99.00%	99.88%	0.02%	44	26	NA
3.10	Mumbai	100.00%	95.77%	97.60%	83	0.01%	100.00%	89.00%	94.01%	96.35%	NA	0	86.72%	99.00%	99.90%	0.02%	35	25	NA
3.11	Punjab	100.00%	98.18%	99.79%	20	0.01%	100.00%	100.00%	94.45%	97.09%	0	0	80.67%	100.00%	99.98%	0.00%	27	6	NA
3.12	Rajasthan	100.00%	96.27%	99.24%	2	0.00%	100.00%	100.00%	94.45%	97.09%	3	NA	NA	100.00%	99.99%	0.00%	16	4	NA
3.13	Tamilnadu	100.00%	98.89%	99.74%	19	0.08%	100.00%	100.00%	96.53%	98.57%	5	0	82.39%	105.95%	99.98%	0.00%	64	264	NA
3.14	UP - East	100.00%	98.24%	99.60%	6	0.00%	100.00%	100.00%	94.45%	97.09%	0	NA	NA	100.00%	99.98%	0.00%	30	4	NA
3.15	UP - West	100.00%	96.70%	99.33%	16	0.01%	100.00%	100.00%	94.45%	97.09%	0	NA	NA	100.00%	99.99%	0.00%	28	4	NA
4	Tata Communication																		
4.1	Central Region	100.00%	98.00%	100.00%		1.34%			98.00%	98.00%	0	0	50.67%	C/DNF	99.74%	0.00%	C/DNF	C/DNF	NA
4.2	East	99.00%	99.00%	100.00%		0.44%			98.00%	98.00%	0	0	50.67%	C/DNF	99.29%	0.00%	C/DNF	C/DNF	NA
4.3	North	100.00%	99.00%	100.00%		0.38%			98.00%	98.00%	0	0	50.67%	C/DNF	99.76%	0.00%	C/DNF	C/DNF	NA
4.4	South 1	99.00%	95.00%	99.00%		0.36%			98.00%	98.00%	0	0	50.67%	C/DNF	98.81%	0.00%	C/DNF	C/DNF	NA
4.5	South 2	99.00%	96.00%	99.00%	1204	0.40%	100.00%	100.00%	98.00%	98.00%	0	0	50.67%	C/DNF	97.83%	0.00%	C/DNF	C/DNF	NA
4.6	South 3	100.00%	99.00%	100.00%		0.52%			98.00%	98.00%	0	0	50.67%	C/DNF	99.73%	0.00%	C/DNF	C/DNF	NA
4.7	South 4	100.00%	97.00%	100.00%		0.25%			98.00%	98.00%	0	0	50.67%	C/DNF	97.83%	0.00%	C/DNF	C/DNF	NA
4.8	West 1	90.00%	96.00%	99.00%		0.56%			98.00%	98.00%	0	0	50.67%	C/DNF	99.14%	0.00%	C/DNF	C/DNF	NA
4.9	West 2	100.00%	100.00%	100.00%		0.65%			98.00%	98.00%	0	0	50.67%	C/DNF	99.27%	0.00%	C/DNF	C/DNF	NA
5	Hathway																		
5.1	Andhra Pradesh	100.00%	98.00%	100.00%	87	1.12%	100.00%	100.00%	100.00%	100.00%	0	0	90.00%	85.00%	100.00%	0.90%	80	320	NA
5.2	Delhi	100.00%	98.00%	99.00%	60	1.09%	100.00%	100.00%	88.00%	NA	0	0	87.00%	85.00%	98.00%	1.00%	80	300	NA
5.3	Gujarat	100.00%	93.00%	99.00%	0	0.04%	100.00%	100.00%	90.00%	NR	0	0	89.00%	85.00%	100.00%	0.00%	100	345	NA
5.4	Haryana	100.00%	100.00%	100.00%	0	NA	NA	NA	100.00%	NA	0	DNF	NA	85.00%	100.00%	1.00%	100	320	NA
5.5	Karnataka	100.00%	97.00%	100.00%	220	0.75%	100.00%	100.00%	100.00%	100.00%	0	0	89.00%	85.00%	100.00%	0.90%	80	320	NA
5.6	Maharashtra	100.00%	91.00%	99.00%	2307	0.88%	100.00%	100.00%	89.00%	98.00%	0	0	89.00%	85.00%	99.00%	0.00%	100	345	NA
5.7	Punjab	100.00%	99.00%	99.00%	21	0.73%	100.00%	100.00%	99.00%	NA	0	0	86.00%	85.00%	99.00%	0.90%	80	300	NA
5.7	Uttar Pradesh	100.00%	98.00%	99.00%	30	1.17%	100.00%	100.00%	96.00%	NA	NR	NA	88.00%	85.00%	98.00%	1.00%	100	320	NA

Annexure 4.3 (Contd.)

6	YOU Broadband																		
	All India	100.00%	95.00%	99.00%	447	0.15%	100.00%	96.00%	84.00%	89.00%	NA	0	77.25%	85.45%	98.53%	0.01%	15	260	NA
6.1	Andhra Pradesh	100.00%	88.00%	98.00%	140	0.08%	100.00%	90.00%	85.00%	90.00%	NA	0	76.84%	86.39%	98.54%	0.05%	15	264	NA
6.2	Gujarat	100.00%	92.00%	98.00%	216	0.13%	100.00%	99.00%	85.00%	89.00%	NA	0	77.79%	84.34%	98.96%	0.00%	11	264	NA
6.3	Haryana	100.00%	98.00%	100.00%	1	0.15%	100.00%	100.00%	83.00%	88.00%	NA	0	74.00%	86.00%	99.02%	0.00%	21	268	NA
6.4	Karnataka	100.00%	98.00%	100.00%	2	0.14%	100.00%	99.00%	85.00%	90.00%	NA	0	75.00%	86.00%	99.02%	0.00%	6	230	NA
6.5	Maharashtra	100.00%	96.00%	99.00%	86	0.20%	100.00%	90.00%	84.00%	89.00%	NA	0	77.65%	85.94%	98.77%	0.00%	24	259	NA
6.6	Tamilnadu	100.00%	98.00%	100.00%	2	0.17%	100.00%	99.00%	84.00%	89.00%	NA	0	76.19%	85.00%	98.66%	0.00%	8	260	NA
7	SIFY																		
	All India	100.00%	90.00%	99.00%	216	0.00%	NA	NA	100.00%	NA	0	Nil	85.00%	95.00%	100.00%	C/DNF	C/DNF	C/DNF	Nil
8	Reliance																		
	All India	100.00%	100.00%	100.00%	6	0.19%	100.00%	100.00%	82.00%	84.00%	0	0	40.06%	90.00%	99.80%	C/DNF	DNF	DNF	NA
9	Asianet																		
	Kerala	100.00%	90.00%	99.00%	NR	2.00%	100.00%	100.00%	NR	NR	NA	0	69.00%	C/DNF	99.00%	C/DNF	C/DNF	C/DNF	NA
10	HFCL Infotel Lt.d																		
	Punjab	99.81%	99.12%	99.96%	0	0.04%	100.00%	100.00%	88.00%	93.00%	0	0	80.33%	100.00%	99.83%	0.00%	C/DNF	C/DNF	NA
11	Ortel																		
	Orissa	100.00%	90.00%	99.02%	0	0.01%	100.00%	100.00%	100.00%	100.00%	0	0	75.98%	91.83%	96.93%	0.06%	87	254	NA
12	Tata Teleservices (Maharashtra) Ltd.																		
	Maharashtra & Goa	100.00%	93.75%	100.00%	NA	0.25%	100.00%	100.00%	91.12%	92.33%	0	0	59.00%	85.00%	99.77%	0.41%	68	260	NA
13	Alliance Broadband Services Pvt. Ltd.																		
	Kolkatta	100.00%	98.00%	100.00%	0	0.05%	100.00%	NA	95.00%	99.00%	7	1	70.00%	DNF	99.00%	1.00%	NA	NA	NA
14	Syscon Infoway Pvt. Ltd.																		
	Mumbai & Maharashtra	95.00%	98.00%	100.00%	0	0.00%	100.00%	Nil	97.00%	88.00%	0	NR	98.00%	NR	99.55%	0.01%	3	NR	NR
15	Beam Cables																		
	Hyderabad	100.00%	91.66%	99.00%	743	1.67%	100.00%	NA	60.00%	77.66%	0	0	98.00%	C/DNF	98.33%	C/DNF	C/DNF	C/DNF	NA
	Abbreviation	DNF = Data not as per Format				NR = Data not reported by the Service Provider							NA = Not Applicable			C/DNF = Complied the parameter but Data is not in the required format			

Annexure 5.1: Broadcaster wise list of pay channels along with their reported a-la-carte rates

(As reported to TRAI upto 31st March 2010)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
1	M/s Zee-Turner Limited	1	Zee TV	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97. Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009.
		2	Zee Cinema	13.88	As on 01.12.2007, the rate of the channel was Rs. 12.97 Reported revised rate of Rs. 13.88 w.e.f. 01.01.2009.
		3	Cartoon Network	13.37	As on 01.12.2007, the rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009.
		4	Zee Marathi	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009.
		5	Zee News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 Reported revised rate of Rs. 08.02 w.e.f. 01.01.2009.
		6	CNN	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009.
		7	Zee Café	08.56	As on 01.12.2007, the rate of the channel was Rs. 8.00 Reported revised rate of Rs. 08.56 w.e.f. 01.01.2009.
		8	Zee Studios	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 Reported revised rate of Rs. 07.49 w.e.f. 01.01.2009.
		9	Zee Bangla	08.67	As on 01.12.2007, the rate of the channel was Rs. 8.10 Reported revised rate of Rs. 08.67 w.e.f. 01.01.2009.
		10	Zee Punjabi	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 Reported revised rate of Rs. 01.60 w.e.f. 01.01.2009.
		11	Zee Trendz	01.07	As on 01.12.2007, the rate of the channel was Rs. 1.00 Reported revised rate of Rs. 01.07 w.e.f. 01.01.2009.
		12	HBO	16.69	As on 01.12.2007, rate of the channel was Rs. 15.60 Reported revised rate of Rs. 16.69 w.e.f. 01.01.2009.
		13	POGO	13.37	As on 01.12.2007, rate of the channel was Rs. 12.50 Reported revised rate of Rs. 13.37 w.e.f. 01.01.2009.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		14	Zee Business	05.14	As on 01.12.2007, rate of the channel was Rs. 4.80 Reported revised rate of Rs. 05.14 w.e.f. 01.01.2009.
		15	Zee Classic	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009.
		16	Zee Action	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 Reported revised rate of Rs. 10.70 w.e.f. 01.01.2009.
		17	Zee Premier	11.98	As on 01.12.2007, rate of the channel was Rs. 11.20 Reported revised rate of Rs. 11.98 w.e.f. 01.01.2009.
		18	Zee Telugu	11.13	As on 01.12.2007, rate of the channel was Rs. 10.40 Reported revised rate of Rs. 11.13 w.e.f. 01.01.2009.
		19	Zee Kannada	07.98	As on 01.12.2007, rate of the channel was Rs. 7.46 Reported revised rate of Rs. 07.98 w.e.f. 01.01.2009.
		20	ETC Punjabi	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 Reported revised rate of Rs. 09.63 w.e.f. 01.01.2009.
		21	ETC	03.21	As on 01.12.2007, rate of the channel was Rs. 3.00 Reported revised rate of Rs. 03.21 w.e.f. 01.01.2009.
		22	Zing	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 Reported revised rate of Rs. 05.35 w.e.f. 01.01.2009.
		23	Zee Jagran	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 Reported revised rate of Rs. 02.14 w.e.f. 01.01.2009.
		24	Zee Smile	06.57	As on 01.12.2007, rate of the channel was Rs. 6.14 Reported revised rate of Rs. 06.57 w.e.f. 01.01.2009.
		25	24 Ghante	06.42	As on 01.12.2007, rate of the channel was Rs. 6.00 Reported revised rate of Rs. 06.42 w.e.f. 01.01.2009.
		26	24 Taas	09.09	As on 01.12.2007, rate of the channel was Rs. 8.50 Reported revised rate of Rs. 09.09 w.e.f. 01.01.2009.
		27	Zee Talkies	16.58	As on 01.12.2007, rate of the channel was Rs. 15.50 Reported revised rate of Rs. 16.58 w.e.f. 01.01.2009.
		28	WB	6.60	Newly launched channel, W.e.f. 15.03.2009

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		29	REAL	13.00	Newly launched channel, W.e.f. 02.03.2009
		30	Zee 24 Ghantalu	5.60	Newly launched channel, W.e.f. 02.04.2009
		31	Zee Salaam	15.00	Newly launched channel, W.e.f. 01.02.2010
		Rate under examination			
		<p>Note:</p> <p>i) Channel "Reality TV" was distributed @ 1.50 upto 31.08.2008. The distribution of this channel ceased from 01.09.2008 for public viewing as downlinking permission was cancelled by Ministry of I&B.</p> <p>ii) Channel "Zee Next" was distributed @ Rs 20.00 upto 04.03.2009. The distribution of this channel suspended from 05.03.2009 for public viewing.</p> <p>iii) Channel "Zee Gujarati" was distributed @ Rs 01.60 upto 31.05.2009. The distribution of this channel discontinued from 01.06.2009.</p> <p>iv) Prior to 01.05.2009, the name of the channel "Zing" was "Zee Music"</p> <p>v). Channel "Play TV" was distributed @ 4.28 upto 30.12.2009. The distribution of this channel suspended from 31.12.2009 for public viewing.</p> <p>vi) The distribution of channel "Zee Sports" was shifted to M/s Taj Television India Private Limited w.e.f 01.02.2010.</p> <p>vii) The distribution of channel "Ten Sports" was shifted to M/s Taj Television India Private Limited w.e.f 01.02.2010.</p>			

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
2	M/s MSM Discovery India Private Limited	32	SET(Sony Entertainment Television)	21.40	As on 01.12.2007, the rate of channel was Rs. 20.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.40 .
		33	MAX	18.19	As on 01.12.2007, rate of the channel was Rs. 17.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.19 .
		34	Discovery	16.05	As on 01.12.2007, rate of the channel was Rs. 15.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 16.05 .
		35	Animal Planet	05.35	As on 01.12.2007, rate of the channel was Rs. 5.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 5.35 .
		36	AXN	15.52	As on 01.12.2007, rate of the channel was Rs. 14.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 15.52 .
		37	Animax	02.14	As on 01.12.2007, rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .
		38	Discovery Travel and Living	09.63	As on 01.12.2007, rate of the channel was Rs. 9.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.63 .
		39	SAB TV	14.70	As on 01.12.2007, rate of the channel was Rs. 13.74 W.e.f. 01.01.2009, rate of the channel increased to Rs 14.70 .
		40	SET PIX	12.84	As on 01.12.2007, rate of the channel was Rs. 12.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 12.84 .
		41	MTV	07.49	As on 01.12.2007, rate of the channel was Rs. 7.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 7.49 .
		42	NICK	06.42	As on 01.12.2007, rate of the channel was Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .
		43	VH1	03.21	As on 01.12.2007, rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		44	NDTV 24X7	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		45	NDTV Profit	06.42	As on 01.12.2007, the rate of the channel was Rs. 6.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		46	Aaj Tak	07.49	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 7.49 .
		47	Headlines Today	03.21	As on 01.12.2007, the rate of the channel was Rs. 3.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 3.21 .
		48	Tez	02.14	As on 01.12.2007, the rate of the channel was Rs. 2.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 2.14 .
		49	COLORS	21.40	This channel was launched on 21.07.2008 and the rate of the channel was Rs 20.00. The channel was distributed by M/s Viacom 18 till 31.03.2009. W.e.f. 01.04.2009, rate of the channel increased to Rs 21.40.
		50	Channel 8	10.00	Earlier, "Channel 8" was distributed by M/s Bengla Entertainment Private Limited as a FTA channel. W.e.f. 01.04.2009, this channel was converted to Pay channel @ Rs 10.00.
		51	Discovery Science	12.00	Newly launched channel, W.e.f. 01.01.2010
		52	Discovery Turbo	10.00	Newly launched channel, W.e.f. 01.01.2010
3	M/s Sun Distribution Services	53	SUN TV	13.26	As on 01.12.2007, the rate of the channel was Rs. 12.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 13.26 .
		54	Gemini TV	11.02	As on 01.12.2007, the rate of the channel was Rs. 10.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 11.02 .
		55	Udaya TV	12.30	As on 01.12.2007, the rate of the channel was Rs. 11.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 12.30.
		56	K TV	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06.
		57	Teja TV	05.68	As on 01.12.2007, the rate of the channel was Rs. 5.30 W.e.f. 06.03.2009, rate of the channel increased to Rs 5.68.

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		58	Udaya Movies	15.40	As on 01.12.2007, the rate of the channel was Rs. 14.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 15.40 .
		59	Sun Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50.
		60	Gemini Music	07.50	As on 01.12.2007, the rate of the channel was Rs. 7.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.50 .
		61	Sun News	01.50	As on 01.12.2007, the rate of the channel was Rs. 1.40 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.50
		62	Gemini News	08.02	As on 01.12.2007, the rate of the channel was Rs. 7.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 8.02 .
		63	Udaya Varthegalu	07.86	As on 01.12.2007, the rate of the channel was Rs. 7.35 W.e.f. 06.03.2009, rate of the channel increased to Rs 7.86 .
		64	Navvulu TV	18.20	As on 01.12.2007, the rate of the channel was Rs. 17.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 18.20 .
		65	Chintu TV	01.72	As on 01.12.2007, the rate of the channel was Rs. 1.60 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.72 . M/s Channel Plus has changed the genres of channel & increased the rate of channel to Rs 13.37 Rate under examination
		66	Ushe	16.06	As on 01.12.2007, the rate of the channel was Rs. 15.00 W.e.f. 06.03.2009, rate of the channel increased to Rs 16.06 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates/ in INR	Remarks
		67	Kushi TV	01.60	As on 01.12.2007, the rate of the channel was Rs. 1.50 W.e.f. 06.03.2009, rate of the channel increased to Rs 1.60 . M/s Channel Plus has changed the genres of channel & increased the rate of channel to Rs 13.37 Rate under examination
		68	Chutti TV	13.37	Converted from FTA to Pay w.e.f 17.11.2009
		69	Udaya II	07.49	Converted from FTA to Pay w.e.f 17.11.2009
		70	Adithya TV	18.19	Converted from FTA to Pay w.e.f 17.11.2009 Rate Under Examination
		71	The Disney Channel	09.52	Prior to 01.04.2010, these channels were distributed by M/s Star Den Media Services Private Limited. W.e.f 1.4.2010, the distribution of these channels were shifted to M/s Sun Distribution Services.
		72	Disney XD	09.52	
		73	Hangama TV	08.35	

- i) Prior to 01.04.2010, the "SUN Distribution Services" was known as " Channel Plus".
- ii) Prior to 06.03.2009, channel "Adithya" was distributed @ Rs. 03.00. W.e.f. 06.03.2009, the channel "Adithya" has been converted from Pay to FTA. W.e.f 17.11.2009, the channel "Adithya" has been converted from FTA to Pay & increase the rate of channel to Rs 18.19. The rate under examination.
- iii) Prior to 27.07.2009, the name of the channel "Navvulu" was "Gemini Cable Vision"
- iv) Prior to 09.04.2009, the name of the channel "Kushi TV" was "Udaya News"
- v) Prior to 09.04.2009, , the name of the channel "Chintu TV" was "Teja News"

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
4.	M/s STAR DEN Media Services Private Limited The discounts if any, given on bouquet rate to existing affiliate(s) will also be extended to a-la-carte rate(s) in the same proportion as the discounted bouquet rate.	74	Star Plus	18.73	As on 01.12.2007, rate of the channel was Rs. 17.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 18.73 .
		75	Star Gold	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		76	Star Movies	17.66	As on 01.12.2007, rate of the channel was Rs. 16.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 17.66 .
		77	Star World	04.87	As on 01.12.2007, rate of the channel was Rs. 4.55 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.87 .
		78	Vijay TV	04.28	As on 01.12.2007, rate of the channel was Rs. 4.00 (Rs 11.80 in Tamilnadu) W.e.f. 01.01.2009, rate of the channel increased to Rs 4.28 (Rs 12.63 in Tamilnadu).
		79	NGC	06.15	As on 01.12.2007, rate of the channel was Rs. 5.75 W.e.f. 01.01.2009, rate of the channel increased to Rs 6.15 .
		80	The Fox History and Entertainment Channel	04.71	As on 01.12.2007, rate of the channel was Rs. 4.40 W.e.f. 01.01.2009, rate of the channel increased to Rs 4.71 .
		81	Channel (V)	01.07	As on 01.12.2007, rate of the channel was Rs. 1.00 W.e.f. 01.01.2009, rate of the channel increased to Rs 1.07 .
		82	Star One	21.94	As on 01.12.2007, rate of the channel was Rs. 20.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 21.94 .
		83	Times Now	09.10	As on 01.12.2007, rate of the channel was Rs. 8.50 W.e.f. 01.01.2009, rate of the channel increased to Rs 9.10 .
		84	Zoom	08.35	As on 01.12.2007, rate of the channel was Rs. 7.80 W.e.f. 01.01.2009, rate of the channel increased to Rs 8.35 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		85	CNBC TV 18	09.10	<p>These channels were distributed by M/s Zee Turner Limited upto 31.03.2008 at a-la-carte rate of Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz) respectively. M/s Star Den started distributing these channels w.e.f. 01.04.2008 at a-la-carte rate of Rs 08.50 (CNBC TV 18), Rs 05.00 (CNN-IBN) and Rs 04.50 (CNBC Awaaz). M/s Star Den has been directed vide TRAI's Direction dated 28.08.2008 to reduce the a-la-carte rates of these channels from the reported level to Rs 7.50 (CNBC TV 18), Rs 2.00 (CNN-IBN) & Rs 3.50 (CNBC Awaaz). Broadcaster has approached Hon'ble TDSAT against this direction vide Appeal No 11(C) of 2008. M/s Star Den has given an undertaking to Hon'ble TDSAT during the course of the hearing on October 1, 2008 for a-la-carte offering of the channels. The relevant extract of the interim order dated 1st October, 2008 is as under:-</p> <p>"...The learned counsel for the appellant adds without prejudice to the rights and contentions in the present appeal that if, in the meanwhile, any party wants to opt for a-la-carte, the appellant will give only the rates specified at page 58 para -7 of the paper book".</p> <p>The a-la-carte rates specified at page 58 para -7 of the paper book are as under:-</p> <ol style="list-style-type: none"> 1) 7.50 (CNBC TV 18) 2) 2.00 (CNN-IBN) 3) 3.50 (CNBC Awaaz) <p>The matter was heard on 18.02.2009 by the Hon'ble TDSAT and the appeal has been disposed of by the Hon'ble TDSAT by passing following order:</p> <p>"In view of the judgement of this Tribunal dated 15.01.2009, the appeal does not survive".</p>
		86	CNN-IBN	05.35	
		87	CNBC Awaaz	04.82	
		88	The MGM	06.42	
		89	Star Jalsha	12.00	<p>M/s Star Den has started distributing this channel w.e.f. 15.09.2008 @ Rs. 6.00</p> <p>W.e.f. 01.01.2009, rate of the channel increased to Rs 6.42 .</p> <p>Earlier, "Star Jalsha " was distributed by M/s Star Den as a FTA channel upto 04.11.2009</p> <p>W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 12.</p>

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		90	Star Ananda	06.00	Earlier, "Star Ananda" was distributed by M/s Media Content & Communications Service (India) Private Limited as a FTA channel upto 4.11.2009 W.e.f. 05.11.2009, this channel was converted to Pay channel @ Rs 6.00.
		91	FX	15.50	From 01.08.2009 to 31.01.2010, these channels were distributed by M/s Fox Channels (India) Private Limited. W.e.f 01.02.2010, the distribution of these channels were shifted to M/s Star Den Media Services Private Limited.
		92	FOX CRIME	15.50	
		93	BABY TV	13.25	
		94	Nat Geo Wild	16.00	
		95	Nat Geo Adventure	16.00	
		96	Nat GEO Music	07.40	
5.	M/s Ushodaya Enterprises Private Limited	97	ETV	10.70	As on 01.12.2007, rate of the channel was Rs. 10.00 W.e.f. 01.11.2009, rate of the channel increased to Rs 10.70 .
		98	ETV 2	05.99	As on 01.12.2007, rate of the channel was Rs. 5.60 W.e.f. 01.11.2009, rate of the channel increased to Rs 5.99
		99	ETV Bangla	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		100	ETV Marathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		101	ETV Kannada	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		102	ETV Gujarathi	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		103	ETV Oriya	11.12	As on 01.12.2007, rate of the channel was Rs. 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		104	ETV UP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
		105	ETV Bihar	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ rate of Rs 10.40. W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		106	ETV Urdu	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		107	ETV Rajasthan	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
		108	ETV MP	11.12	Converted from FTA to pay channel w.e.f. 12.05. 2008 @ Rs 10.40 W.e.f. 01.11.2009, rate of the channel increased to Rs 11.12 .
6.	M/s UTV Global Broadcasting Limited	109	Bindass	10.00	
		110	UTV Action	10.00	
		111	World Movies	10.00	Newly launched channel, reported vide letter dated 11.02.2008
		112	UTV Movies	15.00	Newly launched channel, reported vide letter dated 11.03.2008
		113	Bloomberg UTV	08.50	Newly launched channel, reported vide letter dated 02.04.2008
7.	M/s BBC World (India) Private Limited	114	BBC World	05.00	
8.	M/s BBC Worldwide Channels Private Limited	115	BBC Entertainment	06.50	Prior to 01.07.2009, these channels were distributed by M/s BBC World (India) Private Limited
		116	Cbeebies	06.50	
9.	M/s ESPN Software India Private Limited	117	ESPN	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		118	Star Sports	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel to Rs 35.45
		119	Star Cricket	29.96	As on 01.12.2007, rate of the channel was Rs. 28.00 W.e.f. 01.01.2009, rate of the channel to Rs 29.96
i) Prior to 10.12.2009, , the name of the channel "UTV Action " was "Bindass Movies					
ii) Prior to 25.09.2009, the name of the channel "Bloomberg UTV " was "UTVi"					

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
10.	M/s Raj Television Limited	120	Raj TV	11.77	As on 01.12.2007, rate of the channel was Rs. 11.00 (Rs. 7.72 in Andhra Pradesh). W.e.f. 01.01.2009, rate of the channel to Rs 11.77(Rs 8.26 in Andhra Pradesh).
		121	Raj Digital Plus	08.26	As on 01.12.2007, rate of the channel was Rs. 7.72 (Rs 4.68 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 8.26 (Rs 5.01 in Andhra Pradesh) .
		122	Vissa TV	05.01	As on 01.12.2007, rate of the channel was Rs. 4.68 (Rs. 11.00 in Andhra Pradesh) W.e.f. 01.01.2009, rate of the channel increased to Rs 5.01 (Rs 11.77 in Andhra Pradesh).
11	M/s INX Media Private Limited	123	9XM	07.00	
		124	9X	20.50	
12.	M/s Neo Sports Broadcast Private Limited	125	NEO Cricket	35.45	As on 01.12.2007, rate of the channel was Rs. 33.13 W.e.f. 01.01.2009, rate of the channel increased to Rs 35.45.
		126	NEO Sports	26.60	As on 01.12.2007, rate of the channel was Rs. 24.87 W.e.f. 01.01.2009, rate of the channel increased to Rs 26.60.
13.	M/s NDTV Imagine	127	NDTV 'Imagine'	20.50	Newly launched channel w.e.f. 21.01.2008
		128	NDTV Lumiere	15.00	Newly launched channel w.e.f. 10.10.2008
		129	NDTV Showbiz	08.00	Newly launched channel w.e.f. 15.08.2008
14	New Delhi Television Ltd	130	NDTV Good Times	09.63	This channel was converted from FTA to Pay channel w.e.f 03.05.2008 @ Rs 9.00. W.e.f 01.07.2009, rate of the channel increased to Rs 9.63.
15.	M/s Mega Reach	131	Firangi	15.00	Newly launched channel w.e.f. 25.02.2008
		132	Sahara One	20.50	Converted from FTA to Pay W.e.f. 06.06.2008
		133	Filmy	16.50	Converted from FTA to Pay W.e.f. 06.06.2008
i) W.e.f 10.10.2009, the channel "NewsX has been converted from Pay to FTA. Prior to this, the channel was distributed by M/s INX News Private Limited as pay channel@ Rs 8.50.					

Annexure 5.1 (Contd.)

S. No	Name of the Broadcaster	S.No	Name of the channel	Reported Rates(in INR)	Remarks
16.	M/s B4U Television Network (India) Private Limited	134	B4U Movies	06.00	W.e.f 01.05.2010, rate revised from 6.00 to Rs 7.00. The rate under examination
17.	M/s MAA Television Network Limiter	135	MAA TV	06.00	As on 01.12.2007, the rate of the channel was Rs. 5.50 W.e.f. 01.08.2009, rate of the channel increased to Rs 6.00.
		136	MAA Music	07.50	As on 01.01.2008, the rate of the channel was Rs. 7.00 W.e.f. 01.08.2009, rate of the channel increased to Rs 7.50.
18.	M/s TV Today Network Limited	137	Dilli Aaj Tak	08.50	
19.	M/s Allied Infotainment Distribution Private Limited	138	E-24	15.00	Newly launched channel w.e.f. 27.03.2008
20	M/s Turner International India Private Limited	139	Boomerang	10.00	
		140	TCM Turner Classic Movies	10.00	
21	M/s Orissa Television Ltd	141	Tarang	10.00	Newly launched channel w.e.f. 06.11.2008
		142	Tarang Music	05.00	Newly launched channel w.e.f. 01.04.2009
22	M/s Times Global Broadcasting Company Limited	143	ET NOW	08.50	Newly launched channel w.e.f. 27.06.2009.
23	Taj Television India Private Limited	144	Zee Sports	11.13	Prior to 31.01.2010, the channel 'Zee Sports' was distributed by M/s Zee Turner Limited @ 11.13. W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
		145	Ten Sports	16.05	Channel ""Ten Sports" was distributed by M/s MSM Discovery India Private Limited upto 31.03.2008. W.e.f 01.04.2008, channel "Ten Sports" shifted to M/s Zee Turner Limited. Channel ""Ten Sports' was distributed by M/s Zee Turner Limited upto 31.01.2010. W.e.f 31.01.2010, the distribution of channel shifted to M/s Taj Television India Private Limited.
24	M/s Asianet Communications Limited	146	Asianet	13.25	The channel has been converted from FTA to Pay w.e.f 29.01.2010.
		147	Asianet Plus	07.00	The channel has been converted from FTA to Pay w.e.f 29.01.2010.

Annexure 5.2: List of operationalised private FM Radio Stations in India

[As on 31/3/2010]

S.No	City	Name of the Company	Date of Operationalisation
1	DELHI	CLEAR MEDIA	01.09.2006
2	DELHI	DIGITAL RADIO	29.04.2003
3	DELHI	E.N.I.L.	29.04.2003
4	DELHI	H.T. MUSIC	30.10.2006
5	DELHI	M.B.P.L.	29.04.2003
6	DELHI	RADIO MID-DAY	23.09.2006
7	DELHI	RADIO TODAY BROADCASTING LTD	28.05.2007
8	DELHI	ADLABS FILMS	24-09-2006
9	MUMBAI	ADLABS FILMS	14.11.2006
10	MUMBAI	DIGITAL RADIO	29.04.2002
11	MUMBAI	E.N.I.L.	29.04.2002
12	MUMBAI	H.T. MUSIC	15.01.2007
13	MUMBAI	M.B.P.L.	21.05.2002
14	MUMBAI	RADIO TODAY BROADCASTING LTD	26.01.2008
15	MUMBAI	RADIO MID-DAY	29.04.2003
16	KOLKATA	ADLABS FILMS	21.10.2006
17	KOLKATA	RADIO TODAY BROADCASTING LTD	04.10.2007
18	KOLKATA	ANANDA OFFSET	28.02.2007
19	KOLKATA	DIGITAL RADIO	03.05.2003
20	KOLKATA	E.N.I.L.	03.05.2003
21	KOLKATA	HITZ FM	03.05.2003
22	KOLKATA	INDIA FM	03.05.2003
23	KOLKATA	H.T. MUSIC	23.01.2008
24	CHENNAI	ADLABS FILMS	27.09.2006
25	CHENNAI	E.N.I.L.	05.05.2003
26	CHENNAI	M.B.P.L.	10.07.2006
27	CHENNAI	MALAR PUBLICATIONS	02.10.2006
28	CHENNAI	MUTHOOT FINANCE	04.01.2008
29	CHENNAI	NOBLE BROADCASTING	18.01.2007
30	CHENNAI	RADIO MID-DAY	10.01.2007
31	CHENNAI	SUN TV	05.05.2003
32	AGARTALA	POSITIVE RADIO	07.08.2007
33	AGRA	ADLABS FILMS	18.08.2007
34	AGRA	PAN INDIA	28.05.2008
35	AGRA	SHRI PURAN MULTIMEDIA	08.07.2007
36	AHMEDABAD	E.N.I.L.	10.12.2001
37	AHMEDABAD	M.B.P.L.	25.07.2007
38	AHMEDABAD	RADIO MID-DAY	26.08.2007
39	AHMEDABAD	SOUTH ASIA	20.04.2008
40	AHMEDABAD	SYNERGY MEDIA	21.07.2007
41	AHMEDNAGAR	B.A.G. INFOTAINMENT	01.03.2008

Annexure 5.2 (Contd.)

S.No	City	Name of the Company	Date of Operationalisation
42	AHMEDNAGAR	M.B.P.L.	07.02.2008
43	AJMER	ADLABS FILMS	28/08/2007
44	AJMER	KUSHAL GLOBAL	12.09.2007
45	AJMER	SYNERGY MEDIA	31.08.2007
46	AKOLA	M.B.P.L.	13.03.2008
47	ALIGARH	ADLABS FILMS	08.12.2006
48	ALLAHABAD	ADLABS FILMS	29.10.2007
49	ALLAHABAD	PAN INDIA	29.05.2008
50	ALLAHABAD	SOUTH ASIA	18.03.2008
51	AMRITSAR	ADLABS FILMS	01.08.2007
52	AMRITSAR	PAN INDIA	26.01.2008
53	AMRITSAR	RADIO TODAY BROADCASTING LTD	15.05.2008
54	AMRITSAR	SYNERGY MEDIA	27-7-2007
55	ASANSOL	ADLABS FILMS	29.06.2007
56	ASANSOL	SOUTH ASIA	03.06.2008
57	AURANGABAD	E.N.I.L.	24.07.2007
58	AURANGABAD	SOUTH ASIA	21.04.2008
59	BANGALORE	ADLABS FILMS	09.10.2006
60	BANGALORE	E.N.I.L.	17.04.2006
61	BANGALORE	H.T. MUSIC	06.03.2007
62	BANGALORE	INDIA RADIO VENTURES	01.10.2006
63	BANGALORE	KAL RADIO	06.11.2006
64	BANGALORE	M.B.P.L.	10.06.2001
65	BANGALORE	RADIO MID-DAY	01.08.2006
66	BAREILY	ADLABS FILMS	30.03.2007
67	BAREILY	SHRI PURAN MULTIMEDIA	09.04.2007
68	BHOPAL	ADLABS FILMS	20.05.2007
69	BHOPAL	E.N.I.L.	26.05.2007
70	BHOPAL	SOUTH ASIA	06.11.2007
71	BHOPAL	SYNERGY MEDIA	26.05.2007
72	BHUBANESHWAR/ CUTTAK	ADLABS FILMS	14.04.2007
73	BHUBANESHWAR/ CUTTAK	EASTERN MEDIA	04.05.2007
74	BHUBANESHWAR/ CUTTAK	SOUTH ASIA	28.06.2007
75	BIKANER	ADLABS FILMS	19.01.2007
76	BILASPUR	SYNERGY MEDIA	27.09.2007
77	CHANDIGARH	ADLABS FILMS	12.02.2007
78	CHANDIGARH	SYNERGY MEDIA	19.02.2007
79	COCHIN	KAL RADIO	17.05.2008
80	COCHIN	MALAYALLA MANORAMA	18.05.2008
81	COCHIN	THE MATHRABHUMI	17.05.2008

Annexure 5.2 (Contd.)

S.No	City	Name of the Company	Date of Operationalisation
82	COIMBATORE	E.N.I.L.	03.11.2007
83	COIMBATORE	M.B.P.L.	12.11.2007
84	COIMBATORE	MALAR PUBLICATIONS	29.10.2007
85	COIMBATORE	SUN TV	07.03.2003
86	DHULE	B.A.G. INFOTAINMENT	15.08.2007
87	GANGTOK	CHINAR CIRCUITS	10.08.2008
88	GANGTOK	PCM CEMENTS	31.01.2009
89	GORAKHPUR	SHRI PURAN MULTIMEDIA	03.06.2007
90	GULBERGA	KAL RADIO	02.06.2008
91	GUWAHATI	ADLABS FILMS	14.04.2007
92	GUWAHATI	POSITIVE RADIO	13.04.2007
93	GUWAHATI	PURVY BROADCASTING	09.10.2007
94	GUWAHATI	SOUTH ASIA	11.04.2008
95	GWALIOR	ADLABS FILMS	06.08.2007
96	GWALIOR	GWALIOR FARMS	04.08.2007
97	GWALIOR	ITM SOFTWARE	07.09.2007
98	GWALIOR	SYNERGY MEDIA	06.08.2007
99	HISSAR	ADLABS FILMS	02.03.2007
100	HISSAR	B.A.G. INFOTAINMENT	18.06.2007
101	HISSAR	SHRI PURAN MULTIMEDIA	21.03.2007
102	HISSAR	SINGLA PROPERTY	17.03.2007
103	HYDERABAD	ADLABS FILMS	25.09.2006
104	HYDERABAD	E.N.I.L.	19.04.2006
105	HYDERABAD	KAL RADIO	06.11.2006
106	HYDERABAD	M.B.P.L.	30.05.2006
107	INDORE	ADLABS FILMS	03.08.2007
108	INDORE	E.N.I.L.	01.10.2001
109	INDORE	SOUTH ASIA	09.12.2007
110	INDORE	SYNERGY MEDIA	11.08.2007
111	ITANAGAR	POSITIVE RADIO	05.08.2008
112	JABALPUR	B.A.G. INFOTAINMENT	01.03.2008
113	JABALPUR	E.N.I.L.	15.02.2008
114	JABALPUR	SOUTH ASIA	19.03.2008
115	JABALPUR	SYNERGY MEDIA	15.02.2008
116	JAIPUR	E.N.I.L.	17.04.2006
117	JAIPUR	M.B.P.L.	08.09.2006
118	JAIPUR	RAJASTHAN PATRIKA	15.08.2006
119	JAIPUR	SOUTH ASIA	06.11.2006
120	JAIPUR	SYNERGY MEDIA	28.05.2006
121	JALANDHAR	ADLABS FILMS	14.04.2007
122	JALANDHAR	E.N.I.L.	24.04.2007
123	JALANDHAR	SHRI PURAN MULTIMEDIA	14.04.2007
124	JALANDHAR	SYNERGY MEDIA	19.04.2007
125	JALGOAN	B.A.G. INFOTAINMENT	22.04.2008
126	JALGOAN	M.B.P.L.	21.05.2008
127	JAMMU	ADLABS FILMS	07.12.2006
128	JAMSHED PUR	ADLABS FILMS	07.11.2007
129	JAMSHED PUR	SOUTH ASIA	13.04.2008
130	JAMSHED PUR	NEUTRAL PUBLICATION	18.07.2008

Annexure 5.2 (Contd.)

S.No	City	Name of the Company	Date of Operationalisation
131	JHANSI	ADLABS FILMS	19.01.2007
132	JODHPUR	ADLABS FILMS	14.12.2007
133	JODHPUR	KUSHAL GLOBAL	14.12.2007
134	JODHPUR	RADIO TODAY BROADCASTING LTD	01.06.2008
135	JODHPUR	SYNERGY MEDIA	20.12.2007
136	KANNUR	ASIANET COMMUNICATION	13.01.2008
137	KANNUR	KAL RADIO	12.03.2008
138	KANNUR	MALAYALLA MANORAMA	30.12.2007
139	KANNUR	THE MATHRABHUMI	30.12.2007
140	KANPUR	ADLABS FILMS	14.06.2007
141	KANPUR	E.N.I.L.	16.06.2007
142	KANPUR	SOUTH ASIA	28.01.2008
143	KARNAL	B.A.G. INFOTAINMENT	18.06.2007
144	KARNAL	SHRI PURAN MULTIMEDIA	02.04.2007
145	KOLHAPUR	E.N.I.L.	18.09.2007
146	KOLHAPUR	PUDHARI PUBLICATION	21.09.2007
147	KOLKATA	RADIO MID-DAY	12.12.2008
148	KOTA	ADLABS FILMS	21.01.2008
149	KOTA	RAJASTHAN PATRIKA	25.02.2008
150	KOTA	SYNERGY MEDIA	02.02.2008
151	KOZIKODE	KAL RADIO	07.12.2007
152	KOZIKODE	MALAYALLA MANORAMA	29.11.2007
153	LUCKNOW	E.N.I.L.	13.08.2007
154	LUCKNOW	M.B.P.L.	10.12.2001
155	LUCKNOW	SOUTH ASIA	06.11.2007
156	MADURAI	E.N.I.L.	28-09.2007
157	MADURAI	KAL RADIO	05.10.2007
158	MADURAI	MALAR PUBLICATIONS	01.10.2007
159	MANGALORE	ADLABS FILMS	24.11.2007
160	MANGALORE	E.N.I.L.	24.11.2007
161	MANGALORE	KAL RADIO	21.02.2008
162	MUZAFFARPUR	B.A.G. INFOTAINMENT	01.08.2007
163	MYSORE	ADLABS FILMS	14.10.2007
164	MYSORE	KAL RADIO	07.12.2007
165	NAGPUR	E.N.I.L.	18.10.2007
166	NAGPUR	M.B.P.L.	21.10.2007
167	NAGPUR	SOUTH ASIA	04.05.2008
168	NAGPUR	SYNERGY MEDIA	21.10.2007
169	NANDED	M.B.P.L.	15.05.2008
170	NASIK	E.N.I.L.	06.07.2007
171	NASIK	SOUTH ASIA	16.04.2008
172	PANAJI	ADLABS FILMS	22.05.2007
173	PANAJI	E.N.I.L.	22.05.2007
174	PANAJI	INDIA RADIO VENTURES	25.06.2007

Annexure 5.2 (Contd.)

S.No	City	Name of the Company	Date of Operationalisation
175	PATIALA	ADLABS FILMS	01.08.2007
176	PATIALA	B.A.G. INFOTAINMENT	18.06.2007
177	PATIALA	PAN INDIA	26.01.2008
178	PATIALA	RADIO TODAY BROADCASTING LTD	01.06.2008
179	PATNA	E.N.I.L.	02.04.2007
180	PONDICHERRY	ADLABS FILMS	01.12.2007
181	PONDICHERRY	KAL RADIO	20.12.2007
182	PONDICHERRY	MALAR PUBLICATIONS	22.12.2007
183	PUNE	E.N.I.L.	18.10.2002
184	PUNE	M.B.P.L.	06.04.2008
185	PUNE	RADIO MID-DAY	12.05.2008
186	PUNE	SOUTH ASIA	22.07.2008
187	RACHI	ADLABS FILMS	24.10.2007
188	RACHI	B.A.G. INFOTAINMENT	15.11.2007
189	RACHI	SHRI PURAN MULTIMEDIA	27.10.2007
190	RACHI	NEUTRAL PUBLICATION	18.07.2008
191	RAIPUR	E.N.I.L.	11.01.2008
192	RAIPUR	RAJASTHAN PATRIKA	10.02.2009
193	RAIPUR	RANEKA FINCOM	15.01.2008
194	RAIPUR	SYNERGY MEDIA	16.01.2008
195	RAJAHMUNDRY	KAL RADIO	19.01.2008
196	RAJKOT	ADLABS FILMS	13.06.2007
197	RAJKOT	E.N.I.L.	13.06.2007
198	RAJKOT	SOUTH ASIA	18.04.2008
199	ROURKELA	ADLABS FILMS	06.01.2008
200	ROURKELA	EASTERN MEDIA	22.01.2008
201	SANGLI	M.B.P.L.	08.02.2008
202	SHILONG	POSITIVE RADIO	16.10.2007
203	SHILONG	SOUTH ASIA	13.06.2008
204	SHOLAPUR	ADLABS FILMS	08.11.2007
205	SHOLAPUR	M.B.P.L.	14.11.2007
206	SILIGURI	CHINAR CIRCUITS	12.03.2008
207	SILIGURI	PCM CEMENTS	14.11.2007
208	SILIGURI	SYNTECH INFORMATICS	24.11.2007
209	SILIGURI	SOUTH ASIA	25.10.2008
210	SRI-NAGAR	ADLABS FILMS	10.12.2006
211	SURAT	ADLABS FILMS	29.08.2007
212	SURAT	E.N.I.L.	21.08.2007
213	SURAT	SYNERGY MEDIA	27.08.2007
214	SURAT	M.B.P.L.	22.08.2007

Annexure 5.2 (Contd.)

S.No	City	Name of the Company	Date of Operationalisation
215	THIRUVANANTHA PURAM	ADLABS FILMS	29.01.2008
216	THIRUVANANTHA PURAM	E.N.I.L.	29.01.2008
217	THIRUVANANTHA PURAM	KAL RADIO	06.02.2008
218	THIRUVANANTHA PURAM	THE MATHRABHUMI	29.01.2008
219	THRISSUR	ASIANET COMMUNICATION	23.12.2007
220	THRISSUR	KAL RADIO	26.12.2007
221	THRISSUR	MALAYALLA MANORAMA	14.12.2007
222	THRISSUR	THE MATHRABHUMI	14.12.2007
223	TIRUCHI	KAL RADIO	17.01.2008
224	TIRUCHI	MALAR PUBLICATIONS	14.01.2008
225	TIRUNELVELI	MALAR PUBLICATIONS	13.10.2007
226	TIRUNELVELI	SUN TV	07.03.2003
227	TIRUPATI	ADLABS FILMS	01.08.2007
228	TIRUPATI	KAL RADIO	27.08.2007
229	TUTICORIN	KAL RADIO	05.10.2007
230	TUTICORIN	MALAR PUBLICATIONS	15.10.2007
231	UDAIPUR	ADLABS FILMS	03.08.2007
232	UDAIPUR	RAJASTHAN PATRIKA	27.08.2007
233	UDAIPUR	SYNERGY MEDIA	07.07.2007
234	VADODARA	ADLABS FILMS	05.06.2007
235	VADODARA	E.N.I.L.	05.06.2007
236	VADODARA	M.B.P.L.	11.06.2007
237	VADODARA	SOUTH ASIA	17.04.2008
238	VARANASI	E.N.I.L.	14.07.2007
239	VARANASI	PAN INDIA	29.05.2008
240	VARANASI	SHRI PURAN MULTIMEDIA	20.07.2007
241	VARANASI	SOUTH ASIA	29.12.2007
242	VIJAYWADA	E.N.I.L.	11.12.2007
243	VIJAYWADA	KAL RADIO	25.12.2007
244	VISHAKAPATNAM	ADLABS FILMS	27.10.2007
245	VISHAKAPATNAM	E.N.I.L.	26.10.2007
246	VISHAKAPATNAM	M.B.P.L.	29.10.2007
247	VISHAKAPATNAM	UDAYA TV	06.02.2003
248	WARANGAL	KAL RADIO	28.05.2008

Source: Website of Ministry of Information & Broadcasting as on 31.03.2010

Annexure 5.3: List of applicants who have been granted DTH License

- 1. M/s. Tata Sky Ltd.,**
3rd Floor, Bombay Dyeing A.O. Building,
Pandurang Budhkar Marg, Worli,
Mumbai – 400 025
Tel: 022-6613 3000
Fax-022-6613 3030/6616 3013

- 2. M/s Dish TV India Ltd.**
FC-19, Sector-16A, Film City,
Noida-201301
Tel: 91-120-2511064-78
Fax: 91-120-2511186

- 3. SUN Direct TV(P) Ltd.**
4/1017, 3rd Cross Street, 9th Link, Nehru Nagar,
Kottivakkam, Chennai-600 041
Tel: 044-4341 1434
Fax: 044-4341 1010

- 4. Bharti Telemedia Ltd.**
Unitech World Cyber Park
Tower-B, 8th Floor
Sector -39, Gurgaon – 122 001
Tel: 95124-424 4000
Fax: 95124-424 4282

- 5. Reliance Big TV Pvt. Ltd.**
BHQ, 4th Floor,
Dhirubai Ambani Knowledge City
Navi Mumbai- 400 710
Fax: 022-3037 1099

- 6. M/s Bharat Business Channel Ltd.**
12th Floor, Videocon Tower
Block E-1, Jhandewalan Extension
New Delhi – 110 055
Tel: 41593100/41593114
Fax; 41593150

Annexure 5.4: List of companies permitted by Ministry of I&B to set up teleports at various locations in India

[As on 31/3/2010]

S.No	City	Name of the Company
1	New Delhi	M/s TV Today Network Limited
2	Greater Noida	M/s Jain Studios Limited
3	Chennai	M/s Sun TV Network Limited
4	Mumbai	M/s Entertainment Television Network Limited
5	Hyderabad	M/s Ushodaya Enterprises Limited
6	NOIDA, Mumbai, Aroor (Kerala)	M/s Essel Shyam Communications Limited
7	Thiruvananthapuram (Kerala)	M/s Asianet Communications Limited
8	NOIDA	M/s Sahara Sanchar Limited
9	New Delhi, Mumbai, NOIDA	M/s Television Eighteen India Limited
10	New Delhi	M/s New Delhi Television Limited
11	Kochi (Kerala)	M/s Indiavision Satellite Communications Ltd
12	Greater Noida	M/s Noida Software Technology Park Ltd
13	NOIDA	M/s DISH TV
14	Guwahati, Noida	M/s Positiv Television Private Ltd
15	Mumbai	M/s Channel Guide India Ltd
16	Chennai	M/s Coxswain Technologies Limited
17	NOIDA	M/s Independent News Service Pvt Limited
18	Gurgaon, Kolkata, Chennai, Hyderabad, Noida	M/s Indiasign Private Limited
19	Hyderabad	M/s Associated Broadcasting Co Private Limited
20	Bhopal	M/s A V Entertainment Private Limited
21	Thiruvananthapuram	M/s Amrita Enterprises Private Limited
22	Chennai	M/s Mavis Satcom Limited
23	New Delhi, Mumbai, Chennai, Kolkata, Cochin, Chennai	M/s Videsh Sanchar Nigam Ltd
24	Mumbai	M/s Lamhas Satellite Services Limited
25	Thiruvananthapuram	M/s Malayalam Communications Limited
26	Mumbai	M/s Sanskar Info TV Private Limited
27	Mumbai	M/s Bennett, Coleman & Co Limited
28	New Delhi	M/s Senior Media Limited
29	Ahmedabad	M/s Lok Prakashan Limited
30	Kolkata	M/s Calcutta Television Network Pvt Ltd
31	Rajpura (Punjab)	M/s Kohinoor Broadcasting Corpn Ltd
32	Bhubaneshwar	M/s Kamyab TV Private Limited
33	Bangalore	M/s Kasthuri Media's Private Limited
34	Kolkata	M/s SST Media Private Limited
35	Alapuzza	M/s MM TV Limited
36	Hyderabad	M/s IN Cablenet (Andhra) Limited
37	Hyderabad	M/s Indira Television Limited
38	New Delhi	M/s Tata Sky Limited
39	NOIDA	M/s Media Content & Communications Services (India) Private Limited
40	Bangalore	M/s Satish Sugars Limited
41	Delhi	M/s MH One TV Network Limited

Annexure 5.4 (Contd.)

S.No	City	Name of the Company
42	New Delhi	M/s S TV Enterprises Limited
43	Surat	M/s AIRR X Media Limited
44	New Delhi	M/s Broadcast Equipment (India) Private Ltd
45	Hyderabad	M/s Winning Edge Communications Limited
46	Hyderabad	M/s Rachna Television Private Limited
47	Bhubneshwar	M/s Ortel Communications Limited
48	Hyderabad	M/s Sowbhagya Exports Limited
49	NOIDA	M/s Pragya Vision Private Limited
50	Guwahati	M/s Brahmaputra Tele-Productions Pvt Limited
51	New Delhi	M/s G-Next Media Private Limited
52	Bhubaneshwar	M/s Eastern Media Limited
53	Jaipur	M/s Rajasthan Patrika Private Limited
54	Guwahati	M/s Pride East Entertainment Private Limited
55	New Delhi	M/s Vintage Studio Private Limited
56	NOIDA	M/s Skyline TeleMedia Private Limited
57	NOIDA	M/s Information TV Private Limited
58	Mumbai	M/s Unilazer Export & Management Consultants Limited
59	Hyderabad	M/s Comsat Systems Private Limited
60	Trupati	Sri Venkateswara Bhakti Channel Pvt Limited
61	NOIDA	Bharati Teleport Limited
62	Chennai	Tata Communications Limited

Source: Ministry of Information & Broadcasting